

# Special Eurobarometer 452

## Report

### Media pluralism and democracy

Fieldwork

September-October 2016

Publication

November 2016

Survey requested by the European Commission,  
Directorate-General for Justice and Consumers  
and co-ordinated by the Directorate-General for Communication

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Special Eurobarometer 452 – Wave EB86.1 – TNS opinion & social



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(DG COMM "Strategy, Corporate Communication Actions and Eurobarometer" Unit)

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## INTRODUCTION

Free media and a plurality of voices in society and in the media are indispensable preconditions of, and essential safeguards for a healthy democracy. Freedom of expression and media freedom and pluralism are enshrined in Article 11 of the Charter of Fundamental rights of the European Union. They are at the core of the basic democratic values on which the Union is founded<sup>1</sup>. The importance of these basic tenets is further underlined by the EU Human Rights Guidelines on Freedom of Expression Online and Offline, adopted in 2014<sup>2</sup>.

In light of the importance of media plurality and freedom, the Directorate General for Justice and Consumers commissioned the following Eurobarometer survey to explore citizen's opinions about the diversity of views available in the media, and their perceptions of media independence. In particular, the survey covers the following areas:

- Views about the variety of opinions and views presented in the media;
- Perceptions of the independence of both the general and public service media;
- Trust in the information provided by the media;
- Awareness of the national media regulator, and opinions about its independence;
- Participation in debates on social media;
- Online encounters with hate speech and threats, and the influence this has on participation.

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<sup>1</sup> <https://ec.europa.eu/digital-single-market/en/about-media-freedom-pluralism>

<sup>2</sup> [http://www.consilium.europa.eu/uedocs/cms\\_data/docs/pressdata/EN/foraff/142549.pdf](http://www.consilium.europa.eu/uedocs/cms_data/docs/pressdata/EN/foraff/142549.pdf)

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union between the 24<sup>th</sup> of September and 3<sup>rd</sup> of October 2016. Some 27,768 EU citizens from different social and demographic categories were interviewed face-to-face at home and in their native language on behalf of the Directorate-General for Justice and Consumers (DG-JUST). The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication (“Strategy, Corporate Communication Actions and Eurobarometer” Unit)<sup>3</sup>. A technical note concerning the interviews conducted by the member institutes of the TNS Opinion & Social network is annexed to this report. It also specifies the interview methods and the confidence intervals<sup>4</sup>.

**Note:** In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czech Republic	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY *	Sweden	SE
Latvia	LV	United Kingdom	UK
European Union – weighted average for the 28 Member States			EU28

\* Cyprus as a whole is one of the 28 European Union Member States. However, the ‘acquis communautaire’ has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the ‘CY’ category and in the EU28 average.

*We wish to thank the people throughout the European Union  
who have given their time to take part in this survey.*

*Without their active participation, this study would not have been possible.*

<sup>3</sup> <http://ec.europa.eu/COMMFrontOffice/PublicOpinion/>

<sup>4</sup> The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when a respondent has the possibility of giving several answers to the question.

## KEY FINDINGS

### **The majority think their national media provide a diversity of views, but most say it is not free from political or commercial pressures.**

- Two thirds of respondents (66%) agree that their national media provide a diversity of views and opinions, and the majority in all but one Member State agree (Greece is the only exception).
- More than four in ten EU citizens (44%) say the level of diversity of views and opinions in the national media are the same as it was five years ago, 29% think there is more diversity, while 18% say there is less.
- Almost four in ten respondents (38%) agree their national media provide information free from political or commercial pressure – the majority disagree (57%). There are only nine Member States where the majority agree.
- Just over a third of respondents agree their national public service media are free from political pressure (35%), but the majority (60%) disagree.
- Almost half (45%) think their national media are as free and independent as they were five years ago, while 18% say it is more free and independent, and 28% think it is less so.
- A small majority (53%) agree their national media provide trustworthy information, while 44% think it does not. In 19 Member States, the majority of respondents agree their national media provide trustworthy information.
- Radio is most likely to be considered reliable (66%), followed by television and newspapers (both 55%). Far fewer respondents consider social media to be reliable (32%).
- Radio is considered the most reliable media in 25 countries.

### **Around one in five are aware of their national media regulator, and only a minority agree it is free and independent.**

- Just over three in ten (31%) respondents say they are aware of the body that oversees audiovisual media in their country. Out of these, 21% give the correct name, while 10% give an incorrect answer. The majority, however, admit they are not aware of this body (65%).
- A minority of respondents in each Member State are able to name correctly the body that oversees audiovisual media in their country.
- Less than four in ten respondents (37%) think the body that oversees the audiovisual media in their country is free and independent from political, governmental or commercial pressures. Nearly half (46%) do not think the regulator is free and independent, while 17% do not know.



**Respondents are more likely to follow than participate in debates online, and the experience of abuse, hate speech or threats is high**

- More than half of EU citizens (53%) follow debates on social media, for example, by reading articles on the Internet or through online social networks or blogs.
- Just over one quarter (28%) take part in these debates, for example by posting comments on articles on the Internet, or through online social networks or blogs.
- Three-quarters of those who follow or participate in debates (often, sometimes or rarely) have heard, read, seen or themselves experienced cases of abuse, hate speech or threats directed at journalists/bloggers/people active on social media (75%). 14% say they have heard, read, seen or experienced this very often.
- 48% of all respondents who have heard, read, seen or experienced cases of hate speech or threats on social media say such cases make them hesitate to engage in such debates, while half of them (50%) say they do not.

## I. EUROPEANS AND THEIR MEDIA

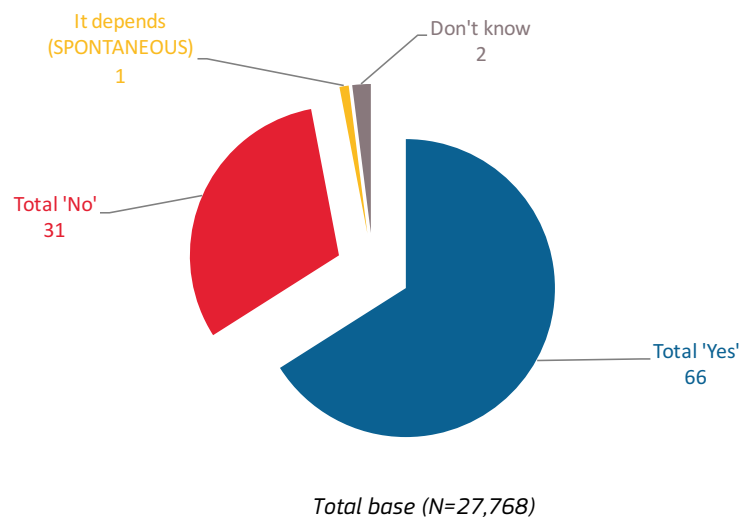
The first part of this report explores the relationship Europeans have with their national media. Respondents' opinions about the diversity of views presented in the media are discussed, as well as their perceptions of media independence. Finally, their level of trust in various media is considered.

### 1 Variety of information in the media

#### - Two-thirds of respondents agree that their national media provide a diversity of views and opinions -

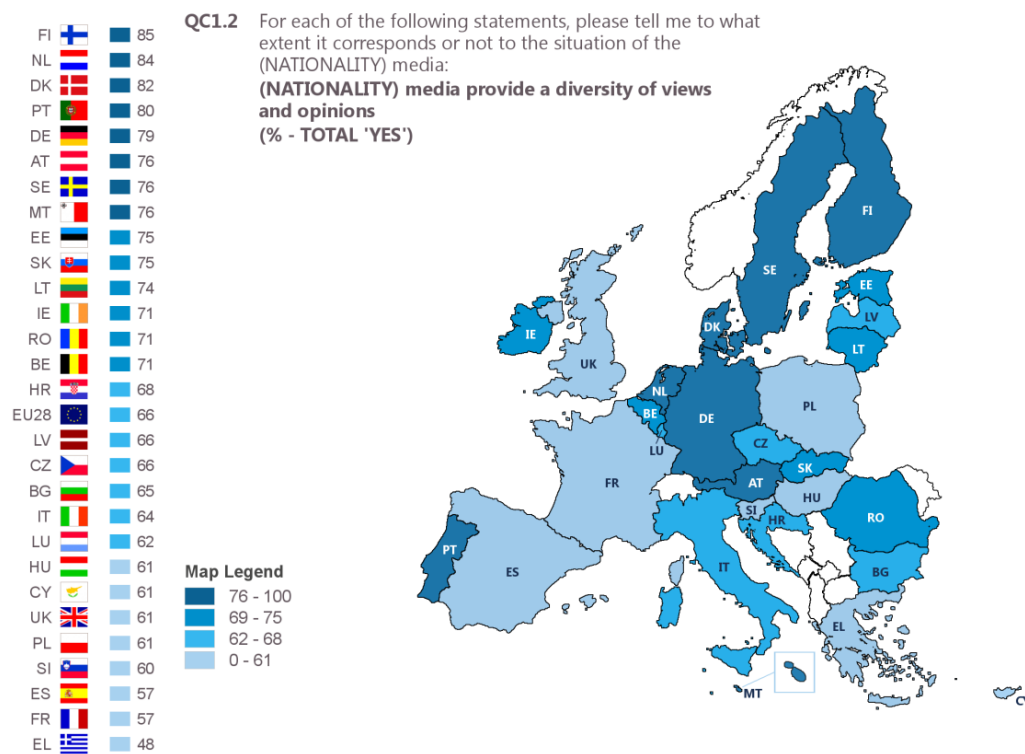
The majority of respondents (66%) agree their national media provide a diversity of views and opinions<sup>5</sup>. Just under one third (31%) say it does not, while 2% of respondents say they do not know.

**QC1.2** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) media provide a diversity of views and opinions (% - EU)



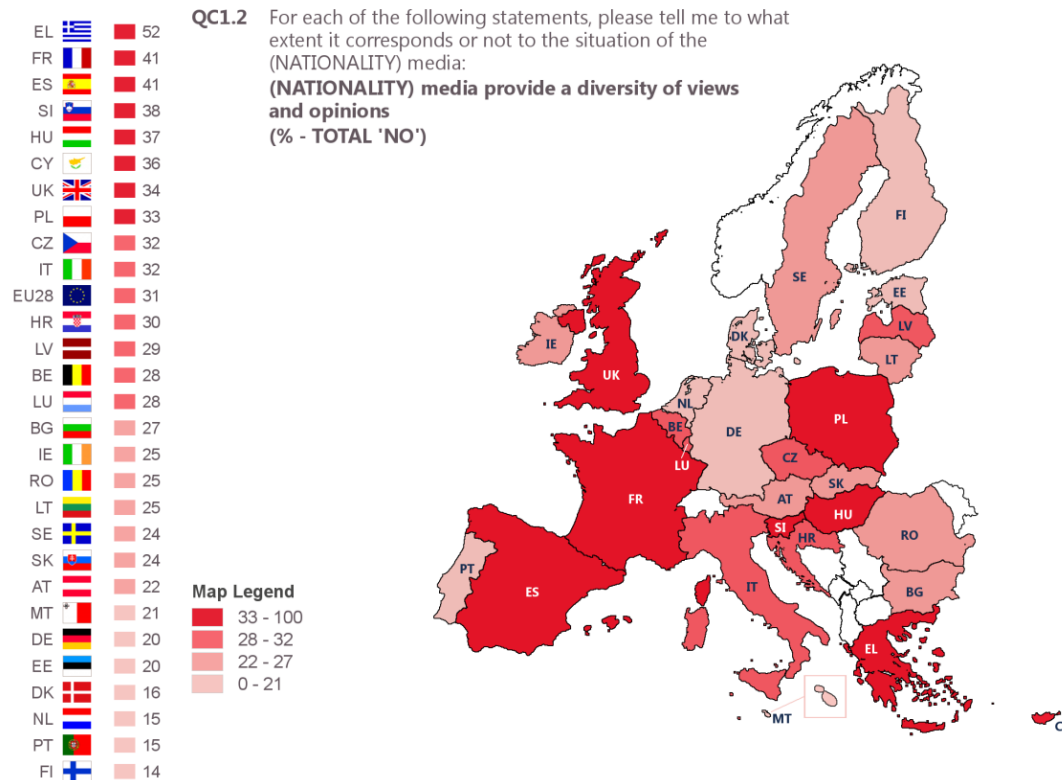
<sup>5</sup> QC1.2 For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media: (NATIONALITY) media provide a diversity of views and opinions

In 27 Member States, the majority of respondents agree their national media provide a diversity of views and opinions, with respondents in Finland (85%), the Netherlands (84%) and Denmark (82%) the most likely to agree. The exception is Greece, where 48% agree.



Total base (N=27,768)

Greece is the only country where a majority of respondents say their national media do not provide a diversity of views and opinions (52%), although 41% in France and Spain think the same way. This compares to 14% of respondents in Finland and 15% in the Netherlands and Portugal.





Total base (N=27,768)

A review of **the socio-demographic analysis** shows:

- Respondents aged 55 or over are more likely to agree their national media provide a diversity of views and opinions, compared to those aged between 25 and 39 years (69% vs. 63%).
- Retired people are the most likely to agree their national media provide a diversity of views and opinions (70%), while unemployed people are the least likely to do so (62%). Overall, all sociodemographic categories agree that their national media provide a diversity of views and opinions.
- Respondents who think their national media provide trustworthy information are more likely to agree that their national media provide a diversity of views and opinions, compared to those who think their national media are not trustworthy (87% vs. 44%).
- Respondents who think their national public media are free from political pressure are more likely to agree that their national media provide a diversity of views and opinions, compared to those who do not think public media are free from political pressure (88% vs. 55%).

**QC1.2** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) media provide a diversity of views and opinions (% - EU)

	Total 'Yes'	Total 'No'
EU28	66	31
 <b>Age</b>		
15-24	67	30
25-39	63	34
40-54	65	33
55 +	69	27
 <b>Socio-professional category</b>		
Self-employed	63	35
Managers	67	31
Other white collars	66	33
Manual workers	64	33
House persons	63	33
Unemployed	62	35
Retired	70	25
Students	69	29
<b>National media provide trustworthy information</b>		
Yes	87	12
No	44	54
<b>National public media free from political pressure</b>		
Yes	88	11
No	55	44

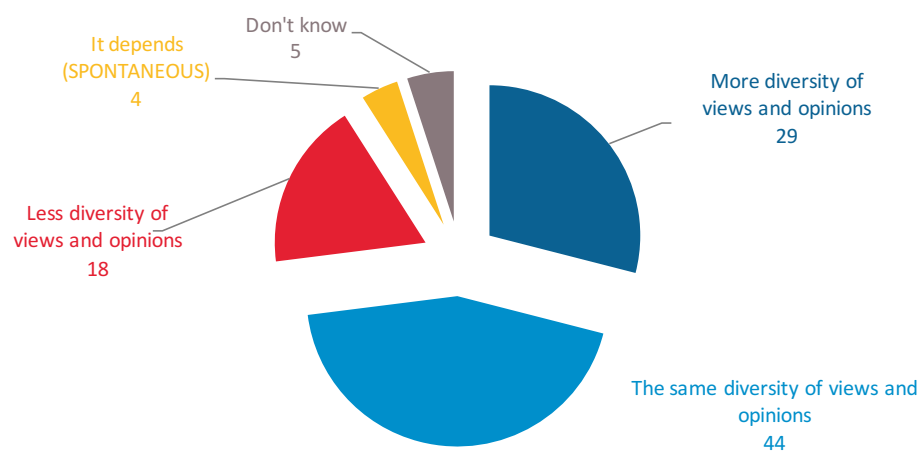
Total base (N=27,768)

**- Almost three in four respondents say national media are providing the same or more diversity of views and opinions, compared to five years ago -**

The majority of respondents think their national media provide a diversity of views and opinions, and more than four in ten (44%) say the level of diversity is the same as it was five years ago<sup>6</sup>.

Almost three in ten respondents (29%) think their national media are providing more diversity of views and opinions now, while 18% say they are providing less diversity. No more than one in twenty says they do not know (5%), or that it depends (4%).

**QC3** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now providing:  
(% - EU)



Total base (N=27,768)






























In 22 Member States, respondents are most likely to say national media provide **the same diversity of views and opinions** compared to five years ago, although the Czech Republic, Croatia (both 56%), Slovakia (54%), Luxembourg and Romania (50%) are the only countries where at least half think this way. Respondents in Cyprus (32%), the Netherlands (35%) and Estonia (36%) are the least likely to say the level of diversity is the same.

Respondents in Malta, Cyprus (both 47%) and the Netherlands (44%) are the most likely to say their national media are providing **more diversity** compared to five years ago. Overall, there are six countries where respondents are most likely to give this answer: Cyprus, Malta, the Netherlands, Ireland (42%), Sweden and Estonia (39%). Respondents in Greece (17%), the Czech Republic (19%) and Germany (21%) are the least likely to say there is more diversity now.

Respondents in Greece (28%), France (25%) and Hungary (23%) are the most likely to say their national media are providing **less diversity of views and opinions**, compared to five years ago. In contrast, respondents in Portugal (4%), Luxembourg (8%), Romania and Malta (both 9%) are the least likely to say this.

<sup>6</sup> QC3 Do you think that, in general, compared with five years ago, NATIONALITY media (printed, audiovisual, online etc.) are now providing: More diversity of views and opinions; the same diversity of views and opinions; less diversity of views and opinions; it depends (SPONTANEOUS)

**QC3** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now providing:  
(%)

		More diversity of views and opinions	The same diversity of views and opinions	Less diversity of views and opinions	It depends (SPONTANEOUS)	Don't know
EU28		29	44	18	4	5
BE		34	43	20	2	1
BG		31	38	14	5	12
CZ		19	56	18	2	5
DK		32	43	19	1	5
DE		21	46	19	8	6
EE		39	36	10	6	9
IE		42	39	11	1	7
EL		17	48	28	5	2
ES		34	47	13	2	4
FR		29	38	25	1	7
HR		22	56	16	2	4
IT		26	45	17	6	6
CY		47	32	11	4	6
LV		37	41	14	1	7
LT		36	42	12	5	5
LU		31	50	8	2	9
HU		22	48	23	2	5
MT		47	37	9	3	4
NL		44	35	18	1	2
AT		22	46	21	7	4
PL		22	45	22	3	8
PT		42	44	4	4	6
RO		35	50	9	1	5
SI		34	39	21	3	3
SK		25	54	14	3	4
FI		38	43	17	1	1
SE		39	38	20	1	2
UK		33	43	17	2	5

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item




Total base (N=27,768)

A review of **the socio-demographic analysis** reveals the following:

- Respondents aged 15-24 are the most likely to consider their national media are providing more diversity of views and opinions, compared to five years ago, particularly compared to the oldest respondents (34% vs 27% of the 55+). The youngest respondents are also the least likely to say the level of diversity is the same (40% vs 44%-45%).
- Students (36%) are the most to say their national media are providing more diversity of views and opinions, especially compared to manual workers (27%). Managers are the most likely to consider that their national media are now providing less diversity of views and opinions (23%), while students are the least likely to do so (15%). Self-employed people and manual workers are the most likely to say their national media are providing the same diversity of views and opinions (46%).
- Respondents who think their national media provide trustworthy information are more likely to say their national media are providing the same (49% vs. 39% who think national media are not trustworthy) or more diversity of views and opinions (33% vs. 24%). Respondents who think their national media are not trustworthy (28%) are more likely to say their national media are providing less diversity of views and opinions (vs. 11% of those who think their national media are trustworthy).
- Respondents who consider their national public media free from political pressure are more likely to say they are providing the same (51% vs. 41% of those who think media are not free from political pressure) or more diversity of views and opinions (32% vs. 27%). Those who say their national media are not free from political pressure are more likely to say media are now providing less diversity of views and opinions, compared to those who think their national public media are free from political pressure (24% vs 11%).



QC3 Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now providing:  
(% - EU)

	More diversity of views and opinions	The same diversity of views and opinions	Less diversity of views and opinions	It depends (SPONTANEOUS)	Don't know
EU28	29	44	18	4	5
 Age					
15-24	34	40	16	3	7
25-39	29	44	19	4	4
40-54	28	45	20	3	4
55 +	27	45	18	4	6
 Education (End of)					
15-	25	45	17	5	8
16-19	29	44	18	4	5
20+	29	44	21	3	3
Still studying	36	40	15	2	7
 Socio-professional category					
Self-employed	28	46	19	3	4
Managers	28	43	23	3	3
Other white collars	30	45	19	3	3
Manual workers	27	46	19	3	5
House persons	30	43	17	4	6
Unemployed	30	42	19	3	6
Retired	28	44	17	4	7
Students	36	40	15	2	7
National media provide trustworthy information					
Yes	33	49	11	3	4
No	24	39	28	4	5
National public media free from political pressure					
Yes	32	51	11	3	3
No	27	41	24	4	4

Total base (N=27,768)

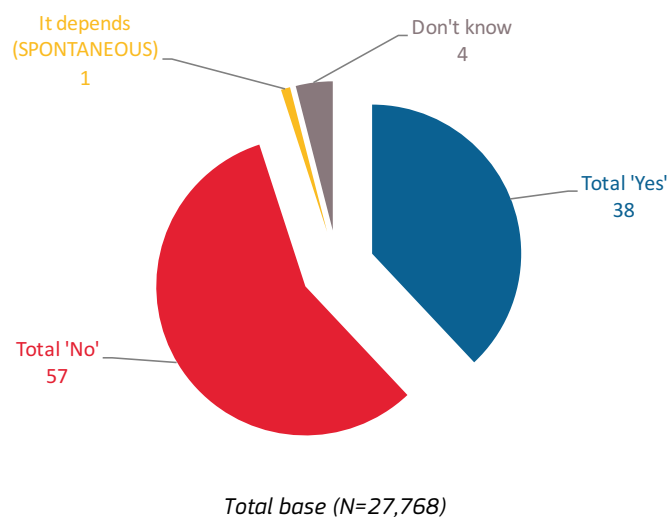
## 2 Are the media independent?

### a. Independence of the general media

#### - A minority of respondents say their national media provide information free from political or commercial pressure -

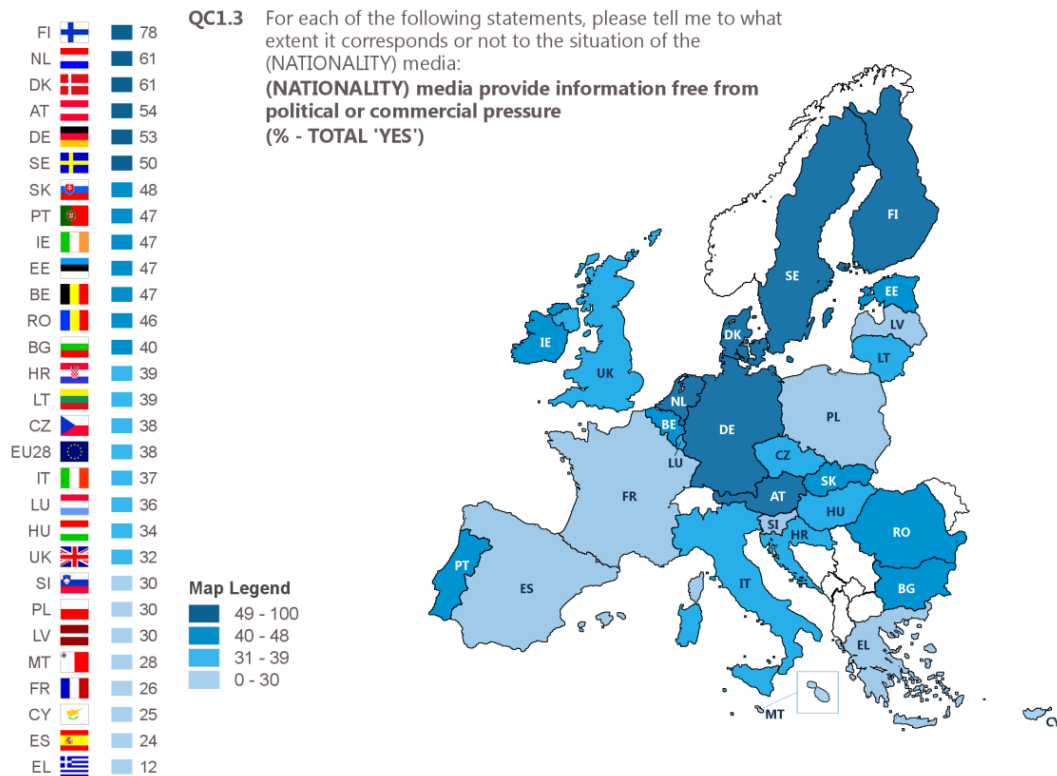
Almost four in ten respondents (38%) agree their national media provide information free from political or commercial pressure. However, the majority (57%) do not agree. Less than one in twenty respondents (4%) says they do not know.

**QC1.3** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) media provide information free from political or commercial pressure (% - EU)



In nine Member States, majorities agree their national media provide information free from political or commercial pressure: Finland (78%), the Netherlands, Denmark (both 61%), Austria (54%), Germany (53%), Sweden (50%), Portugal (47% vs. 45%), Estonia (47% vs. 45%) and Ireland (47% vs. 46%).

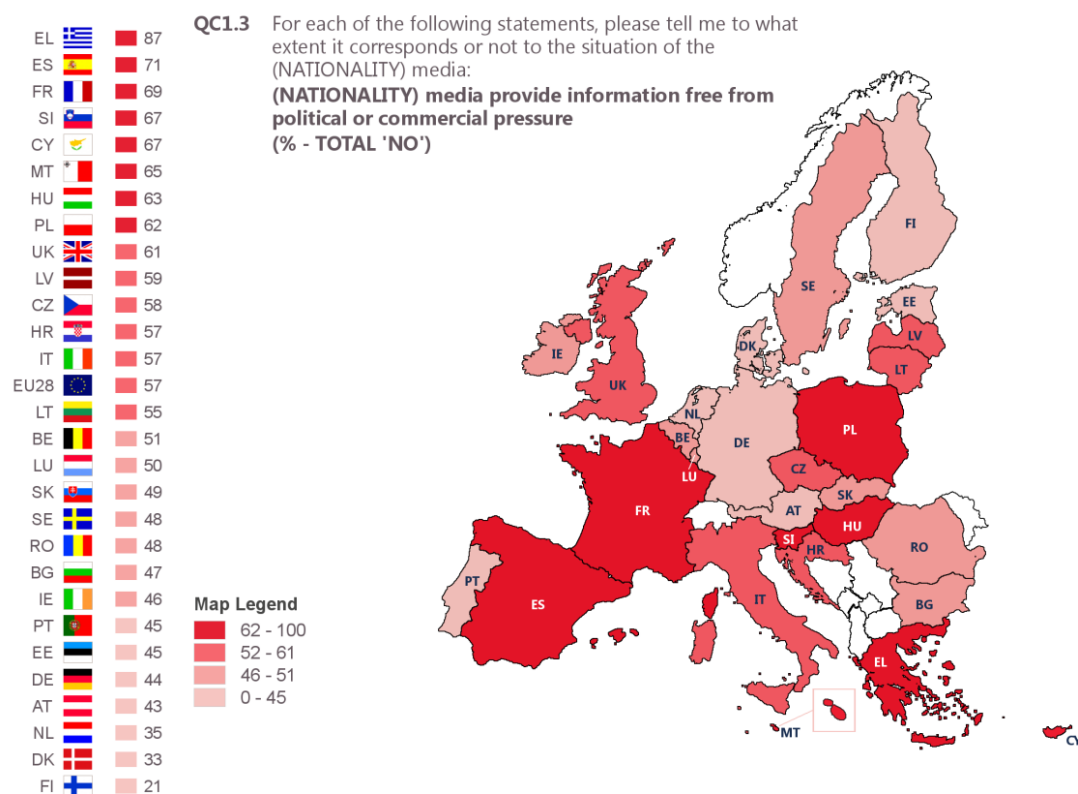
At the other end of the scale, respondents in Greece (12%), Spain (24%) and Cyprus (25%) are the least likely to agree.



Total base (N=27,768)

There are 19 Member States where the majority say their national media do not provide information free from political or commercial pressure. This view is most widely held amongst respondents in Greece (87%), Spain (71%) and France (69%).

At the other end of the scale, respondents in Finland (21%), Denmark (33%) and the Netherlands (35%) are the least likely to hold this view.




Total base (N=27,768)

**The socio-demographic analysis** shows students are the most likely to agree their national media provide information free from political or commercial pressure, particularly compared to self-employed people (43% vs. 33%).

In addition, respondents who consider their national media provide trustworthy information are more likely to say national media provide information free from political or commercial pressure, compared to those who think their national media are not trustworthy (60% vs. 15%).

**QC1.3** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) media provide information free from political or commercial pressure (% - EU)

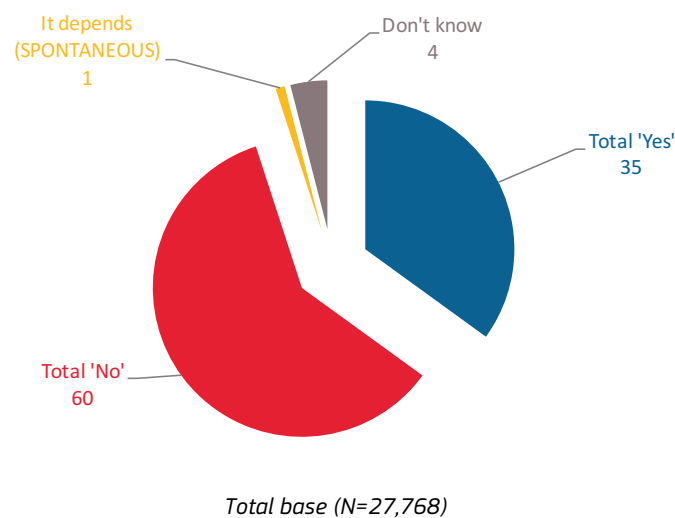
	Total 'Yes'	Total 'No'
EU28	38	57
 <b>Socio-professional category</b>		
Self-employed	33	65
Managers	41	57
Other white collars	39	58
Manual workers	38	57
House persons	35	57
Unemployed	35	60
Retired	39	54
Students	43	53
<b>National media provide trustworthy information</b>		
Yes	60	36
No	15	83

## b. Public service media independence

### - A minority think their national public service media are free from political pressure -

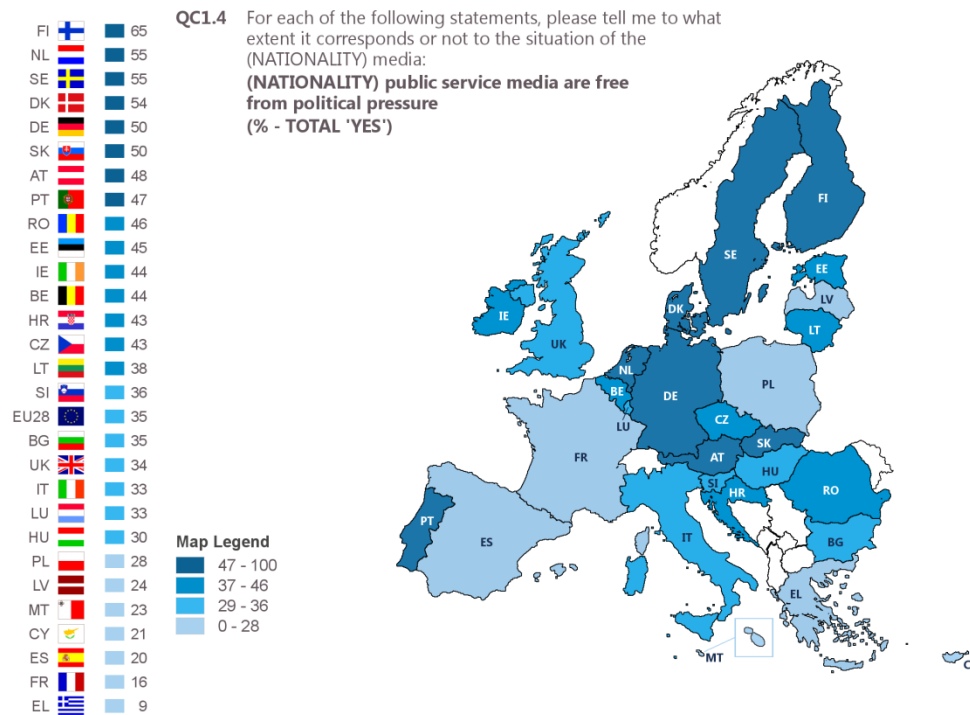
Just over a third of respondents agree **their national public service media** are free from political pressure (35%), but the majority (60%) disagree<sup>7</sup>. Less than one in twenty respondents (4%) say they do not know.

**QC1.4** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) public service media are free from political pressure (% - EU)



<sup>7</sup> QC1.4 For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media: (NATIONALITY) public service media are free from political pressure

There are seven Member States where a majority of all respondents think their national public service media are free from political pressure: Finland (65%), Sweden, the Netherlands (both 55%), Denmark (54%), Germany, Slovakia (both 50%) and Portugal (47% vs. 44%). Respondents in Greece (9%), France (16%) and Spain (20%) are the least likely to agree.




Total base (N=27,768)

Opinions about national and public service media are similar in a number of countries. For example, respondents in Finland, Sweden, Denmark and the Netherlands are amongst the most likely to consider both forms of media free and independent, while those in Greece France, Spain and Cyprus are the least likely to do so.

**The socio-demographic analysis** illustrates the following:

- Students (39%) are more likely to agree that their national public service media are free from political pressure, compared to house persons (31%).
- Respondents who think their national media provide trustworthy information are more likely to agree that their national public service media are free from political pressure, compared to those who think their media are not trustworthy (55% vs. 14%).

**QC1.4** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) public service media are free from political pressure (% - EU)

	Total 'Yes'	Total 'No'
EU28	35	60
 <b>Socio-professional category</b>		
Self-employed	33	64
Managers	38	59
Other white collars	37	60
Manual workers	33	62
House persons	31	61
Unemployed	32	64
Retired	36	57
Students	39	57
<b>National media provide trustworthy information</b>		
Yes	55	41
No	14	83



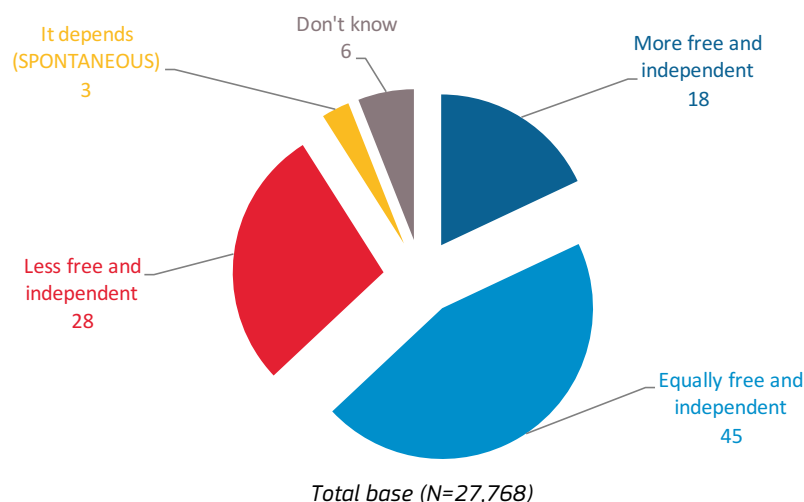
### c. Media independence today compared with five years ago

#### - The majority of respondents think their national media are at least as free and independent as they were five years ago -

Overall, 63% of respondents think their national media are at least as free and independent as they were five years ago: 18% say media are more free and independent, and 45% say they are equally free and independent.

Over one quarter (28%) think national media are less free and independent. Less than one in ten respondents think it depends (3%), or say they do not know (6%).

**QC2** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now:  
(% - EU)
































In 27 Member States, respondents are most likely to think their national media are **equally free and independent** as they were five years ago, although there are only nine countries where at least half think this way. Those in Finland (59%), Croatia (56%) and Slovakia (53%) are the most likely to think the level of media independence is **the same** as five years ago, while those in Malta (30%), Cyprus (38%), Slovenia and Poland (both 39%) are the least likely to do so.

Malta (48%) is the only country where respondents are most likely to think their national media are now **more free and independent** than they were five years ago, although this view is also held by at least one third of those in Portugal (39%) and Ireland (35%). Respondents in Germany (9%), Greece and Hungary (both 12%) are the least likely to give this answer.

Respondents in France (38%), Greece and Hungary (both 37%) are the most likely to say their national media are less free and independent, while those in Portugal (6%), Luxembourg (14%) and Ireland (16%) are the least likely to say so.

**QC2** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now:  
(%)





		More free and independent	Equally free and independent	Less free and independent	It depends (SPONTANEOUS)	Don't know
EU28		18	45	28	3	6
BE		19	49	27	4	1
BG		18	41	23	5	13
CZ		15	52	26	2	5
DK		21	51	20	2	6
DE		9	47	27	9	8
EE		25	42	18	6	9
IE		35	41	16	1	7
EL		12	44	37	4	3
ES		21	49	25	1	4
FR		15	40	38	1	6
HR		17	56	21	2	4
IT		22	40	27	5	6
CY		32	38	20	2	8
LV		25	41	25	2	7
LT		27	45	19	4	5
LU		24	52	14	1	9
HU		12	45	37	2	4
MT		48	30	17	2	3
NL		20	51	28	0	1
AT		14	48	28	7	3
PL		15	39	34	3	9
PT		39	44	6	5	6
RO		27	50	17	1	5
SI		25	39	30	3	3
SK		20	53	19	3	5
FI		22	59	17	0	2
SE		18	51	29	0	2
UK		20	45	27	2	6
Highest percentage per country		Lowest percentage per country				
Highest percentage per item		Lowest percentage per item				

Total base (N=27,768)

**The socio-demographic analysis** illustrates the following:

- The youngest respondents are the most likely to think their national media are more free and independent than they were five years ago (22%).
- Respondents who left school at the age of 20 or later are the most likely to think their national media are equally free and independent (48%).
- Self-employed people are the most likely to consider their national media less free and independent, particularly compared to students (31% vs 22%). Students are the most likely to think their national media are now more free and independent, particularly compared to managers (22% vs 15%).
- Respondents who think their national media provide trustworthy information are more likely than those who do not agree to think their national media are equally free and independent (54% vs. 36%) or more free and independent (21% vs. 14%). Those who do not think their national media provide trustworthy information are more likely to consider their national media less free and independent, compared to those who think the information provided is trustworthy (41% vs 17%).
- Respondents who consider their national public media to be free from political pressure are more likely than those who do not to consider that their national media are equally free and independent (57% vs. 39%) or more free and independent (22% vs. 15%). Those who do not consider their national public media free from political pressure (37%) are more likely to find their national media less free and independent. The same pattern applies for those who do and do not think the national media provide information free from pressure.

QC2 Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now:  
(% - EU)

	More free and independent	Equally free and independent	Less free and independent	It depends (SPONTANEOUS)	Don't know
EU28	18	45	28	3	6
 <b>Gender</b>					
Man	17	46	29	3	5
Woman	19	44	27	4	6
 <b>Age</b>					
15-24	22	44	24	2	8
25-39	18	46	28	3	5
40-54	16	46	29	4	5
55 +	17	45	27	4	7
 <b>Education (End of)</b>					
15-	18	42	26	5	9
16-19	18	45	28	4	5
20+	16	48	29	3	4
Still studying	22	46	22	2	8
 <b>Socio-professional category</b>					
Self-employed	16	45	31	4	4
Managers	15	48	30	4	3
Other white collars	19	47	27	4	3
Manual workers	17	44	30	3	6
House persons	19	41	28	5	7
Unemployed	20	43	27	3	7
Retired	17	45	26	4	8
Students	22	46	22	2	8
<b>National media provide trustworthy information</b>					
Yes	21	54	17	3	5
No	14	36	41	4	5
<b>National public media free from political pressure</b>					
Yes	22	57	14	3	4
No	15	39	37	4	5

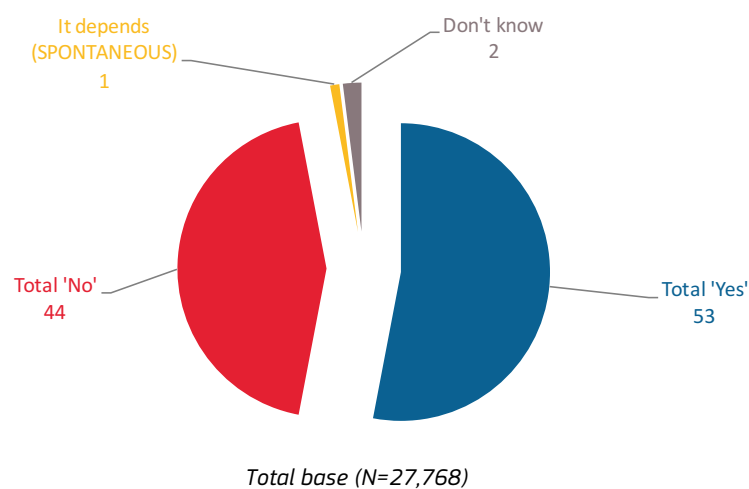
### 3 Trust in the media

#### - A slight majority agree their national media provide trustworthy information -

Most of respondents (53%) agree their national media provide trustworthy information, while 44% think it does not<sup>8</sup>. Only 2% of respondents say they do not know.

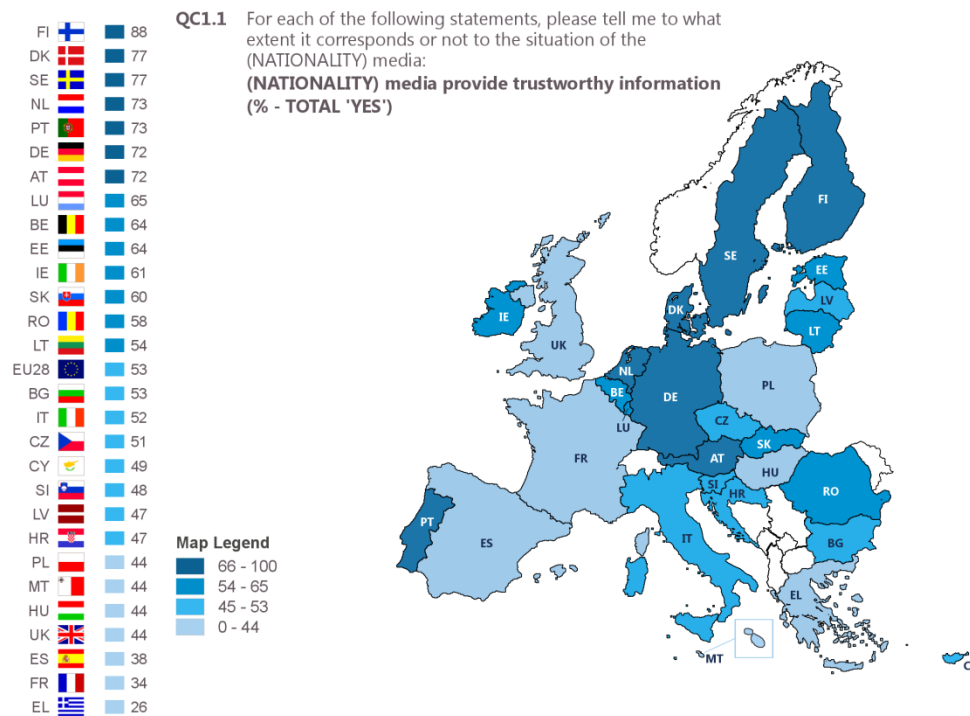
**QC1.1** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:

(NATIONALITY) media provide trustworthy information (% - EU)



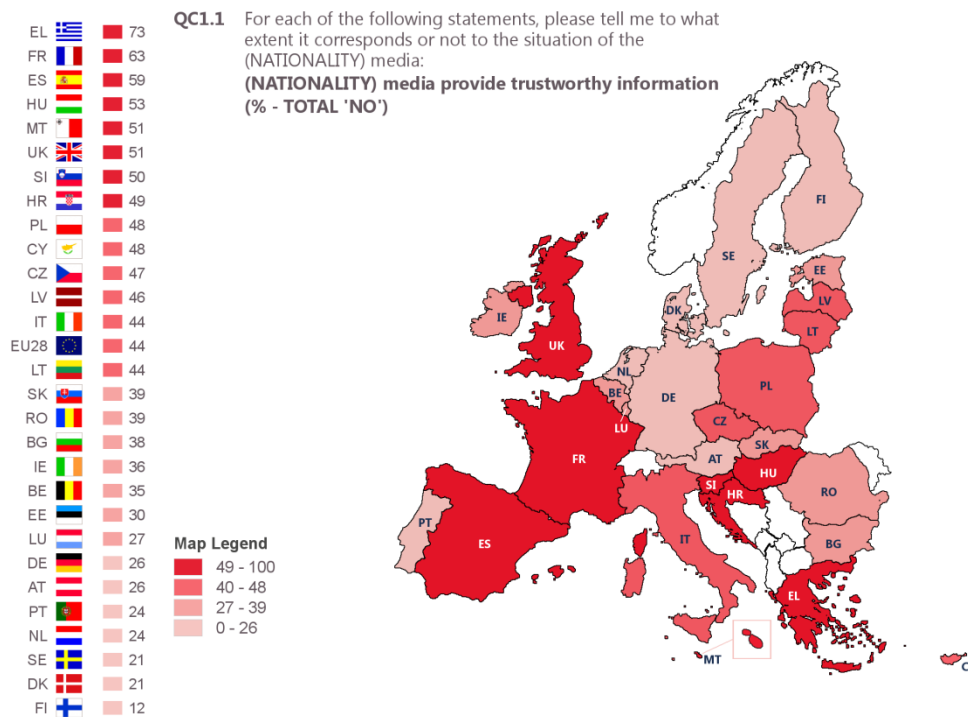
<sup>8</sup> QC1.1 For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media: (NATIONALITY) media provide trustworthy information

In 19 Member States, the majority of respondents agree their national media provide trustworthy information. Nearly nine in ten in Finland (88%) think this way, as do more than three quarters in Sweden and Denmark (both 77%). In contrast, respondents in Greece (26%), France (34%) and Spain (38%) are the least likely to agree.



Total base (N=27,768)

In nine Member States, the majority of respondents think their national media do not provide trustworthy information, with those in Greece (73%), France (63%) and Spain (59%) the most likely to hold this view. In contrast, 12% in Finland and 21% in Denmark and Sweden think the same way.







Total base (N=27,768)

In many countries where a high proportion of respondents think their national media are free from political and commercial pressures, there are also high proportions of respondents who think the media are trustworthy - for example Finland, Denmark, Sweden and the Netherlands. The reverse is also true. In France, Greece, and Spain, for example, respondents are much less likely to think their national media are free from political and commercial pressures, and they are also much less likely to consider the national media trustworthy.

**The socio-demographic data** show that:

- Respondents aged 25-39 are the most likely to say that their national media do not provide trustworthy information, particularly compared to those aged 55+ (47% vs. 42%).
- The longer respondents remained in education, the more likely they are to find their national media trustworthy. For example, those with the highest education levels (who left school at the age of 20 or later) are more likely to agree that their national media provide trustworthy information, compared to those who finished their education at or before the age of 15 (56% vs. 48%).
- Students (58%) are the most likely to agree their national media provide trustworthy information, while unemployed persons are the least likely to do so (46%).
- Respondents who consider their national public media free from political pressure are more likely to agree national media provide trustworthy information, compared to those who think national public media are not free from political pressure (82% vs. 36%).

**QC1.1** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:  
(NATIONALITY) media provide trustworthy information (% - EU)

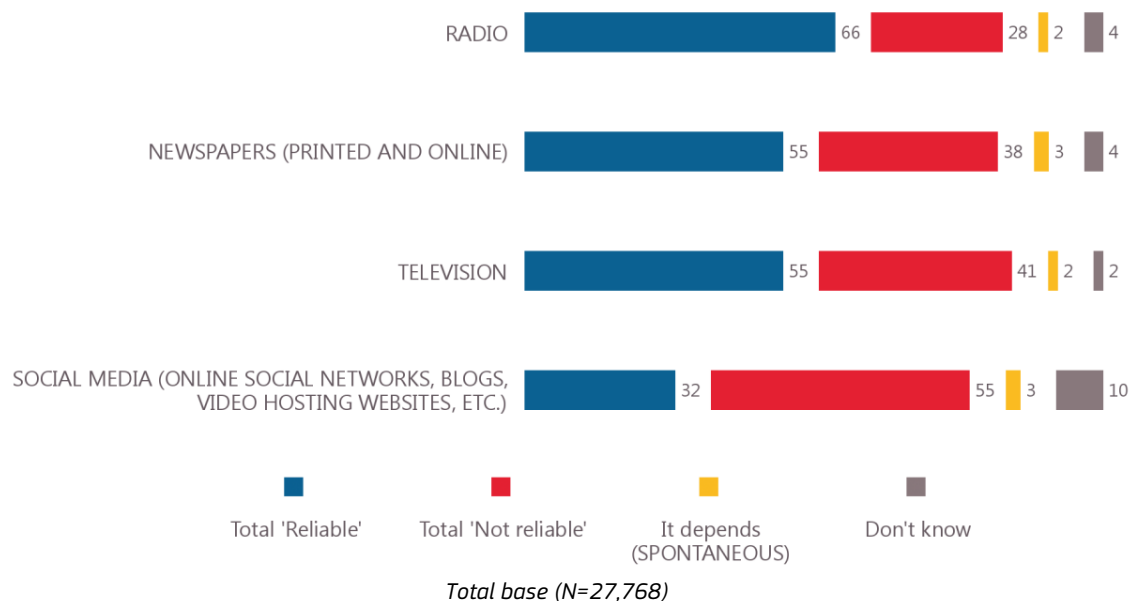
	Total 'Yes'	Total 'No'
EU28	53	44
 <b>Gender</b>		
Man	52	45
Woman	53	44
 <b>Age</b>		
15-24	52	45
25-39	50	47
40-54	52	45
55 +	54	42
 <b>Education (End of)</b>		
15-	48	48
16-19	51	46
20+	56	42
Still studying	58	39
 <b>Socio-professional category</b>		
Self-employed	50	47
Managers	57	41
Other white collars	53	45
Manual workers	49	48
House persons	51	46
Unemployed	46	51
Retired	54	42
Students	58	39
<b>National public media free from political pressure</b>		
Yes	82	17
No	36	62



### - Radio is considered the most reliable form of national media -

Respondents were asked about the reliability of various forms of national media<sup>9</sup>. Radio is most likely to be considered reliable (66%), followed by television and newspapers (both 55%). Far fewer respondents consider social media to be reliable (32%).

**QC4** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:  
(% - EU)



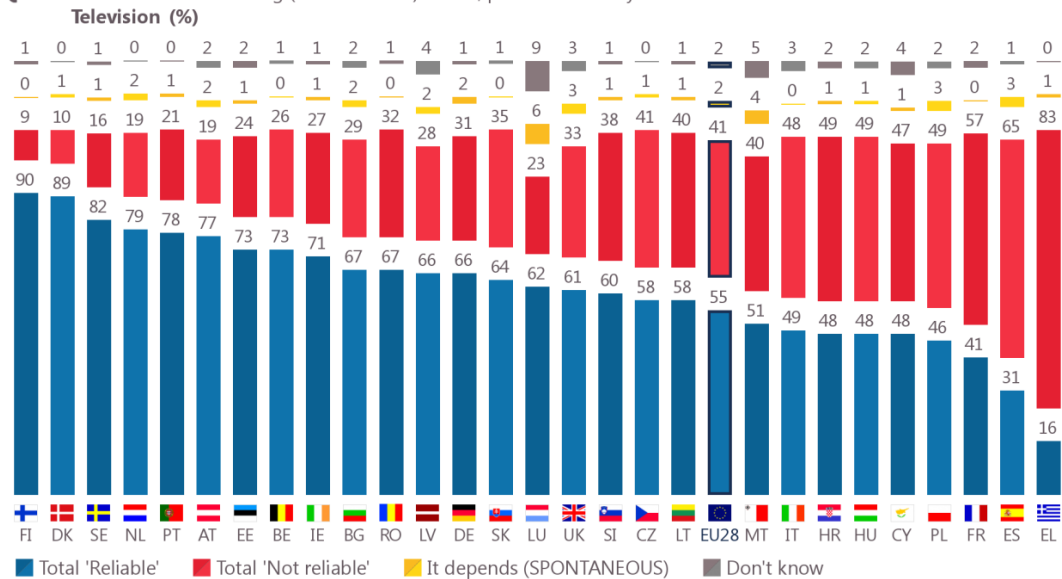
The country level results for each media type will be considered in turn below, but an overview shows radio is considered the most reliable media in 25 countries, and television in two countries. In Croatia, both radio and television are equally considered the most reliable media.

<sup>9</sup> QC4 For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not: 4.1 Television; 4.2 Radio; 4.3 newspapers (print or online); 4.4 social media (online social networks, blogs, video hosting websites, etc.).

In 22 Member States, the majority of respondents think national television is reliable. Those in Finland (90%), Denmark (89%) and Sweden (82%) are the most likely to say this, compared to one in six respondents in Greece (16%), 31% in Spain and 41% in France.

There are six Member States where the majority consider national television unreliable, with Greece (83%), Spain (65%) and France (57%) being the countries where this view is most widely spread.

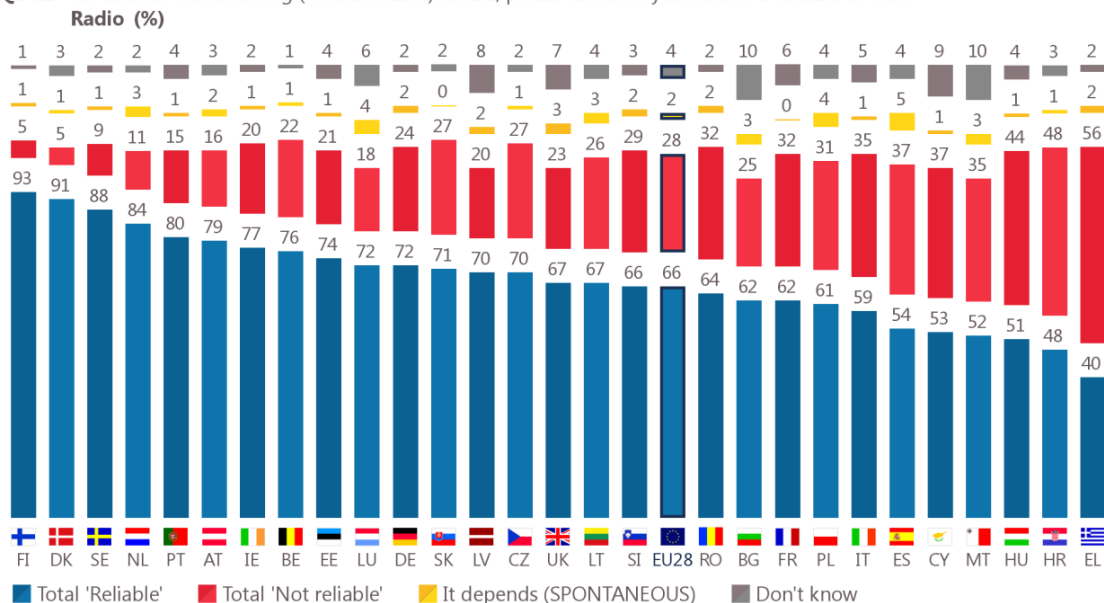
**QC4.1** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:



Total base (N=27,768)

In all but two Member States, the majority of respondents think radio is reliable, with respondents in Finland (93%), Denmark (91%) and Sweden (88%) the most likely to say this. The exceptions are Greece (40%) and Croatia (48%) – with Greece the only country where over half of respondents think radio is not reliable (56%).

**QC4.2** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:

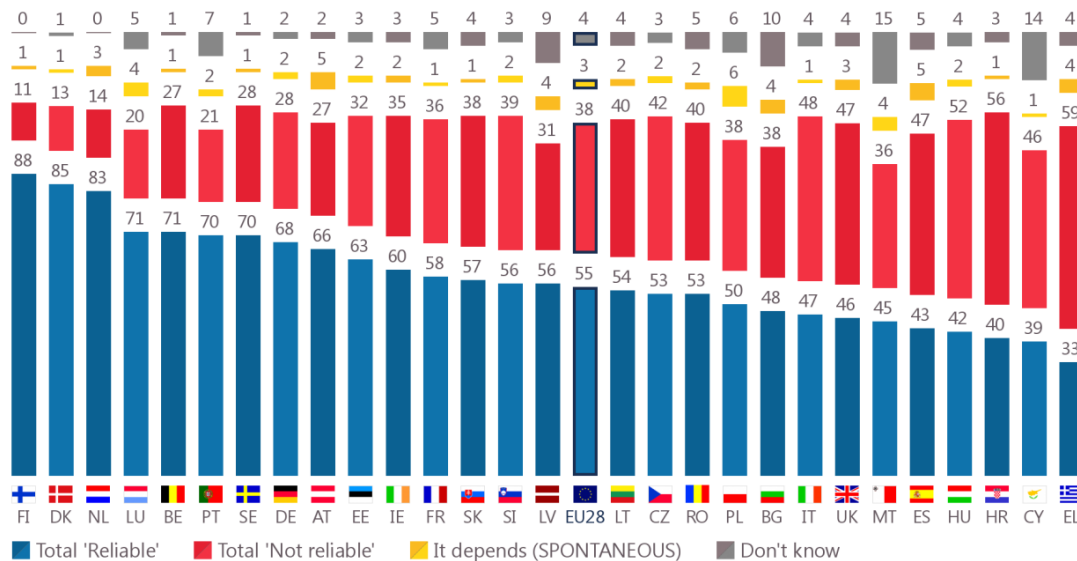


Total base (N=27,768)

In 21 countries, the majority of respondents consider newspapers (printed and online) to be reliable. More than eight in ten respondents in Finland (88%), Denmark (85%) and the Netherlands (83%) think this way, compared to one third in Greece (33%), 39% in Cyprus and 40% in Croatia.

The majority of respondents in Greece (59%), Croatia (56%) and Hungary (52%) think newspapers are unreliable.

**QC4.3** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:  
**Newspapers (printed and online) (%)**

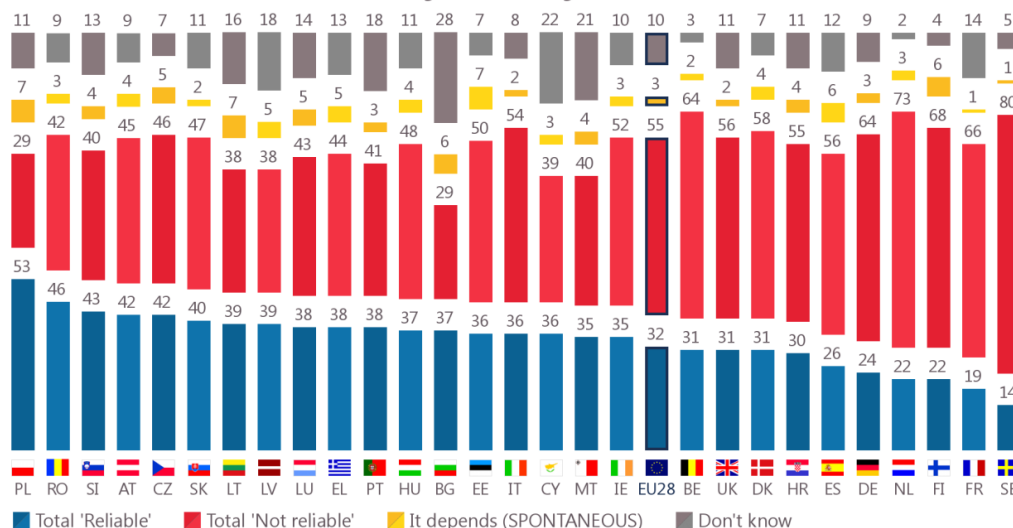


Total base (N=27,768)

In six Member States the majority of respondents say social media are reliable. Poland (53%) is the country where this view is shared by the largest majority, followed by less than half in Romania (46%) and Slovenia (43%). Those in Sweden (14%), France (19%), Finland and the Netherlands (both 22%) are the least likely to say social media are reliable.

In 22 Member States the majority say social media are not reliable: in particular, large majorities of respondents in Sweden (80%), the Netherlands (73%) and Finland (68%) think this way.

**QC4.4** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:  
**Social media (online social networks, blogs, video hosting websites, etc.) (%)**






Total base (N=27,768)

**The socio-demographic analysis** highlights the following:

- Respondents aged 55 or over are the most likely to think that television is reliable (58%), while those aged 25-39 are the least likely to do so (52%). The youngest respondents are the most likely to say national newspapers are reliable (59%). The youngest respondents are also the most likely to consider social media reliable, particularly compared to those aged 55+ (40% vs. 23%).
- Retired people (59%) are more likely than self-employed people and house persons (both 51%) to think that television is reliable. Managers are more likely to think radio is reliable, compared to house persons and unemployed people (71% vs 60%). Managers are also the most likely to say newspapers are reliable (63%), while other white collars and students are the most likely to say social media are reliable (both 38%).
- Respondents with the highest education levels are more likely than those who finished their education at or before the age of 15 to consider radio (69% vs. 60%) or newspapers (61% vs. 48%) to be reliable. Those who finished their full-time education aged 16 to 19 are the most likely to mention social media (33%), particularly compared with those who finished their education at or before the age of 15 (24%).

QC4 For each of the following (NATIONALITY) media,  
please tell me if you think it is reliable or not:  
(% - EU)

	Television		Radio		Newspapers (printed and online)		Social media (online social networks, blogs, video hosting websites, etc.)	
	Total 'Reliable'	Total 'Not reliable'	Total 'Reliable'	Total 'Not reliable'	Total 'Reliable'	Total 'Not reliable'	Total 'Reliable'	Total 'Not reliable'
EU28	55	41	66	28	55	38	32	55
 <b>Age</b>								
15-24	55	43	68	28	59	37	40	58
25-39	52	45	65	31	57	39	38	58
40-54	55	42	66	29	53	40	34	58
55 +	58	38	66	26	55	37	23	51
 <b>Education (End of)</b>								
15-	54	42	60	30	48	41	24	47
16-19	57	40	65	29	55	39	33	54
20+	54	43	69	27	61	35	31	61
Still studying	56	41	70	26	62	34	38	59
 <b>Socio-professional category</b>								
Self-employed	51	47	64	32	52	43	37	56
Managers	57	40	71	25	63	33	29	67
Other white collars	53	44	66	30	55	42	38	57
Manual workers	55	41	64	30	53	40	35	56
House persons	51	45	60	30	51	40	32	50
Unemployed	53	45	60	34	52	42	35	57
Retired	59	37	66	26	55	36	23	47
Students	56	41	70	26	62	34	38	59

Total base (N=27,768)

## II. THE NATIONAL BODY THAT OVERSEES AUDIOVISUAL MEDIA

This section of the report focuses on the national body that oversees audiovisual media. Respondent's awareness of this body is considered, as well as their perceptions of its independence.

### 1 Awareness

Respondents were asked if they were aware of the body that oversees audiovisual media in their country<sup>10</sup>. Those who said they were aware were then asked for the name of the body.

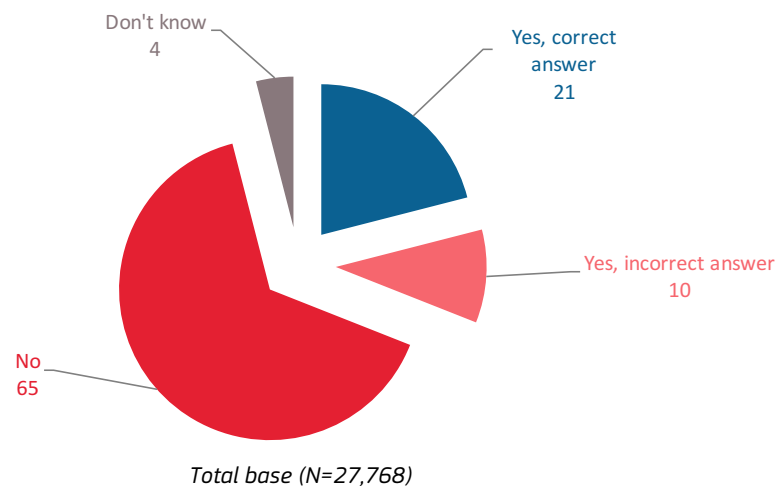
#### - Just over one in five respondents spontaneously give the correct name of the body that oversees audiovisual media in their country -

Overall, just over three in ten (31%) respondents say they are aware of the body that oversees audiovisual media in their country.

Around one EU citizen in five (21%) give the correct name of this body, with a further 10% giving an incorrect answer. The majority, however, say they are not aware of the body that oversees audiovisual media in their country (65%).

In total, close to eight in ten respondents either do not know, or give an incorrect answer (79%).

QC5 Are you aware of the body that oversees audio-visual media in your country?  
(% - EU)

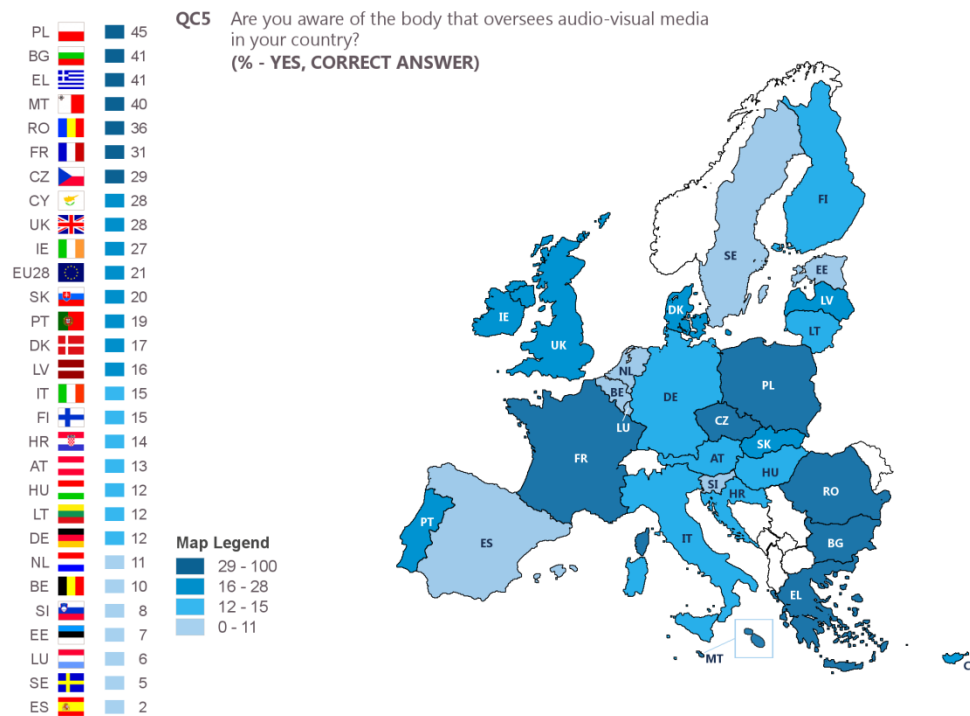


<sup>10</sup> As in Germany each region has a separate body overseeing audiovisual media, in this country respondents were asked about this body in their region.

In Belgium there is a different body that oversees audiovisual media in each linguistic community. If respondents in this country mentioned either of these bodies, it was treated as a correct answer.

The map illustrates that respondents in Eastern Member States are generally more likely to be able to name the body overseeing audiovisual media in their country.

In all Member States, less than half of respondents are able to name correctly the body that oversees audiovisual media in their country. However, important proportions give the correct answer in Poland (45%), Bulgaria and Greece (both 41%). At the other end of the scale just 2% in Spain, 5% in Sweden and 6% in Luxembourg can name the body responsible for audiovisual media in their country.







Total base (N=27,768)

#### According to **the socio-demographic results**:

- Men are more likely to give the correct name of the body overseeing audiovisual media in their country (25% vs 18% of women).
- Respondents aged 25-54 are the most likely to give the correct answer (24%-25%), particularly compared to the youngest (17%) or oldest (19%) respondents.
- The longer respondents remained in education, the more likely they are to give the correct answer: 31% with the highest education levels do so, compared to 9% of those with the lowest levels.
- Managers (37%) are the most likely to give the correct answer, and house persons are the least likely to do so (10%).

**QC5** Are you aware of the body that oversees audio-visual media in your country?  
(% - EU)

	Total 'Aware'	Total 'Not aware'
EU28	21	79
 <b>Gender</b>		
Man	25	75
Woman	18	82
 <b>Age</b>		
15-24	17	83
25-39	25	75
40-54	24	76
55 +	19	81
 <b>Education (End of)</b>		
15-	9	91
16-19	20	80
20+	31	69
Still studying	18	82
 <b>Socio-professional category</b>		
Self-employed	24	76
Managers	37	63
Other white collars	28	72
Manual workers	19	81
House persons	10	90
Unemployed	16	84
Retired	18	82
Students	18	82

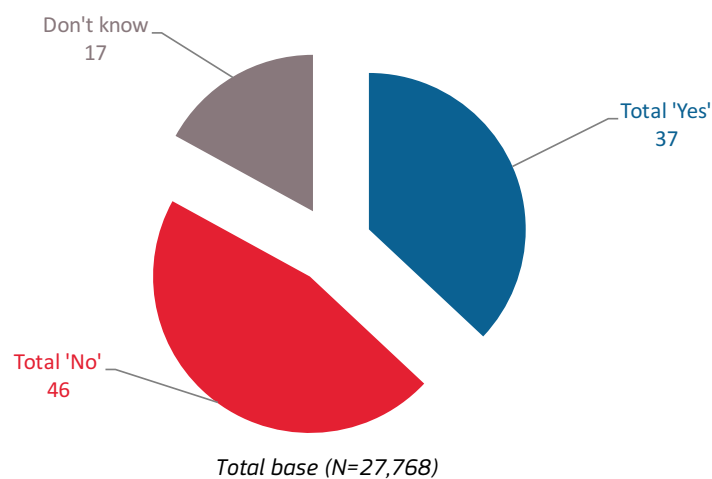
Total base (N=27,768)

## 2 Perceived independence of the body that oversees audiovisual media

### - Only a minority of respondents agree the national media regulator is free and independent from political, governmental or commercial pressures -

Less than four in ten respondents (37%) think the body that oversees the audiovisual media in their country is free and independent from political, governmental or commercial pressures<sup>11</sup>. Nearly half of all respondents (46%) do not think the regulator is free and independent, while almost one in five respondents (17%) say they do not know<sup>12</sup>.

**QC6** Do you think that [NAME OF AUDIO-VISUAL NATIONAL MEDIA REGULATOR] is free and independent from political, governmental or commercial pressures?  
(% - EU)



<sup>11</sup> QC6 Do you think that [NAME OF AUDIOVISUAL NATIONAL MEDIA REGULATOR] is free and independent from political, governmental or commercial pressures?

<sup>12</sup> As in Germany each region has a separate body overseeing audiovisual media, in this country respondents were asked about this body in their region.

In Belgium there is a different body that oversees audiovisual media in each linguistic community. Respondents were asked about the body operating in their linguistic community.

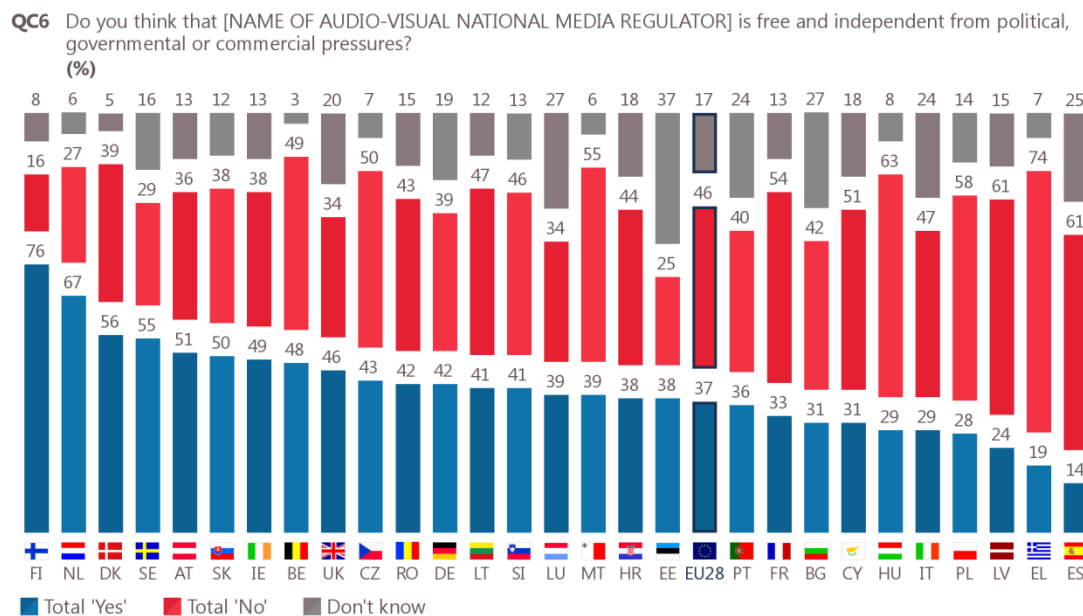


There are eleven Member States where the majority of respondents agree the body that oversees the audiovisual media in their country is free and independent from political, governmental or commercial pressures. This view prevails mostly in Finland (76%), the Netherlands (67%), Denmark (56%), Sweden (55%) and Austria (51%).

At the other end of the scale, respondents in Spain (14%), Greece (19%) and Latvia (24%) are the least likely to think the regulator is free and independent.

Overall, the majority of respondents in seventeen Member States say the body overseeing audiovisual media in their country is not free and independent.

In four Member States – Estonia (37%), Luxembourg (27%), Bulgaria (27%) and Spain (25%), at least one in four respondents did not know if the body that oversees the audiovisual media is free and independent from political, governmental or commercial pressures.





Total base (N=27,768)

**The socio-demographic analysis** illustrates the following:

- The longer respondents remained in education, the more likely they are to say media regulator is free and independent from political, governmental or commercial pressures: 43% with the highest education levels do so, compared to 27% of those with the lowest levels.
- Managers are more likely than house persons to agree that the regulator is free and independent from political, governmental or commercial pressures (48% vs. 26%).
- Respondents who are aware of their national audiovisual regulator are more likely to agree it is free and independent, compared to those who are not aware (51% vs. 34%).

**QC6** Do you think that [NAME OF AUDIO-VISUAL NATIONAL MEDIA REGULATOR] is free and independent from political, governmental or commercial pressures?  
(% - EU)

	Total 'Yes'	Total 'No'
EU28	37	46
 <b>Education (End of)</b>		
15-	27	47
16-19	37	47
20+	43	46
Still studying	39	41
 <b>Socio-professional category</b>		
Self-employed	34	54
Managers	48	42
Other white collars	42	47
Manual workers	36	48
House persons	26	50
Unemployed	32	47
Retired	36	44
Students	39	41
<b>Awareness of national audio-visual regulator</b>		
Aware	51	45
Not aware	34	46

Total base (N=27,768)

### III. ENCOUNTERS WITH HATE SPEECH AND THREATS ON SOCIAL MEDIA

This final section of the report looks at the use of social media for debating different topics, and any experience participants have had with hate speech and threats on social media as part of these debates. The impact of these experiences on willingness to participate in debates is also discussed.

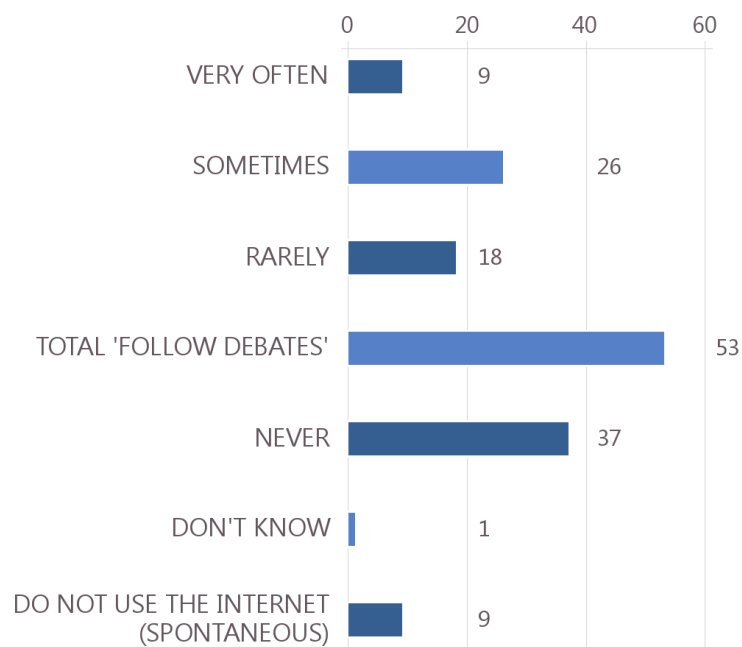
#### 1 Are Europeans following and directly participating in debates on social media?

##### - Just over half of all respondents follow debates on social media -

A majority of respondents (53%) follow debates on social media, for example, by reading articles on the Internet or through online social networks or blogs<sup>13</sup>. Less than one in ten respondents (9%) do this very often, while just over a quarter (26%) sometimes follow debates on social media and 18% rarely follow them.

More than one third of respondents (37%) never follow debates on social media, while almost one in ten respondents (9%) *spontaneously* say they do not use the Internet.

**QC7** Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?  
(% - EU)



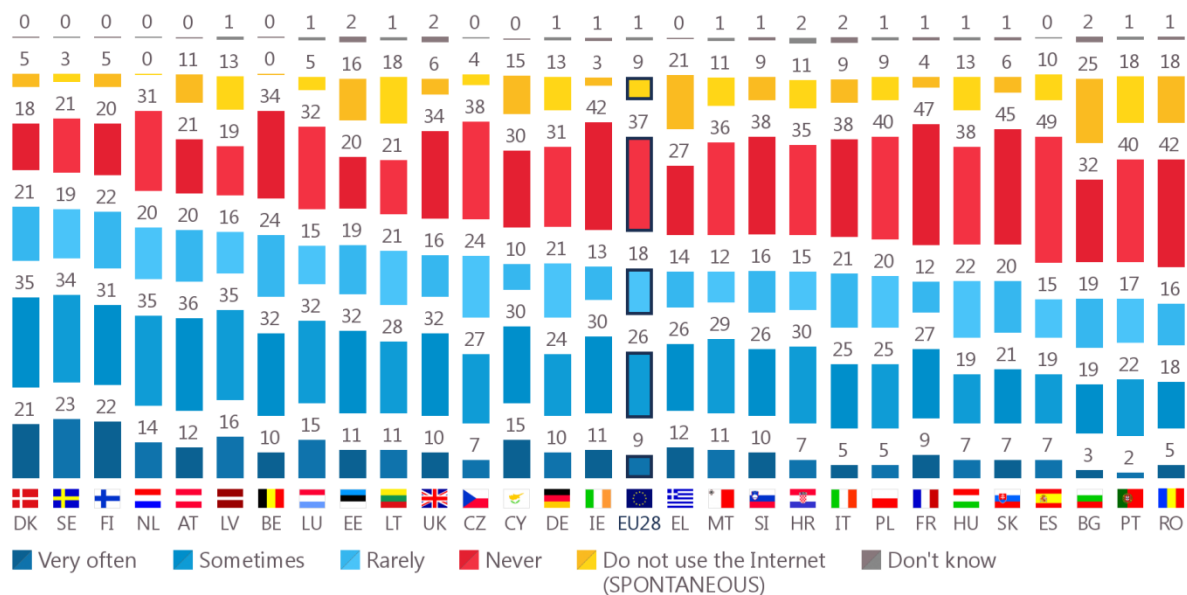
Total base (N=27,768)

<sup>13</sup> QC7 Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?

In 26 Member States, the majority of respondents follow debates on social media (very often, sometimes or rarely), with those in Denmark (77%), Sweden (76%) and Finland (75%) the most likely to do so. Respondents in Romania (39% vs. 42% 'Never') and Spain (41% vs. 49%) – the two only countries where only a minority follow debates on social media –, but also in Bulgaria and Portugal (both 41%) are the least likely to follow debates on social media, but even so these proportions are still relatively high.

Respondents in Sweden (23%), Finland (22%) and Denmark (21%) are the most likely to say they follow debates on social media “very often”. Overall, however, respondents in most countries are generally most likely to “sometimes” follow these debates.

**Q7** Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?  
(%)







Total base (N=27,768)

**The socio-demographic analysis** highlights the following:

- Men are more likely than women to follow debates on social media (58% vs. 49%).
- The older the respondents, the less likely they are to follow debates on social media: 73% of the youngest respondents do so, compared to 35% of those aged 55+. The youngest respondents are also the most likely to follow these debates “very often” (13%).
- The longer respondents remained in education, the more likely they are to follow debates on social media: 64% with the highest education levels do so, compared to 25% of those who finished education before the age of 15. Those with the highest levels are the most likely to say they follow these debates very often (13%).
- Students are the most likely to say that they follow debates on social media (77%), and retired people the least likely to say so (31%). Students are also the most likely to say they do this very often (16%).

**QC7** Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?  
(% - EU)

	Very often	Sometimes	Rarely	Total 'Follow debates'	Never	Don't know	Do not use the Internet (SPONTANEOUS)
EU28	9	26	18	53	37	1	9
 <b>Gender</b>							
Man	11	28	19	58	34	1	7
Woman	7	25	17	49	39	1	11
 <b>Age</b>							
15-24	13	38	22	73	25	1	1
25-39	12	34	22	68	29	1	2
40-54	8	28	21	57	38	1	4
55 +	6	16	13	35	45	1	19
 <b>Education (End of)</b>							
15-	3	12	10	25	48	2	25
16-19	7	25	20	52	39	1	8
20+	13	32	19	64	32	1	3
Still studying	16	39	22	77	22	1	0
 <b>Socio-professional category</b>							
Self-employed	13	29	19	61	34	1	4
Managers	14	35	22	71	26	1	2
Other white collars	10	32	24	66	32	0	2
Manual workers	6	28	21	55	39	1	5
House persons	5	19	16	40	44	1	15
Unemployed	9	28	18	55	40	0	5
Retired	5	15	11	31	46	1	22
Students	16	39	22	77	22	1	0

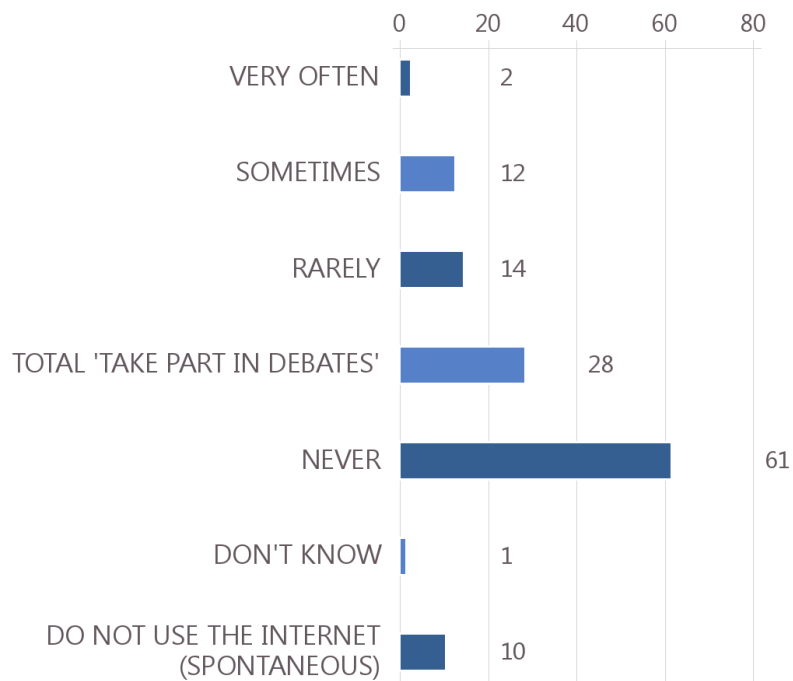
Total base (N=27,768)

### - Just over one quarter of respondents take part in these debates -

All respondents were asked if they took part in these debates, for example by posting comments on articles on the Internet, or through online social networks or blogs<sup>14</sup>. Only a minority (28%) say they do. Less than one in twenty respondents (2%) do it very often, 12% sometimes take part in those debates while 14% do it rarely.

The majority, however never take part in these debates (61%), while a tenth of respondents (10%) *spontaneously* say that they do not use the Internet.

**QC8** Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?  
(% - EU)



Total base (N=27,768)

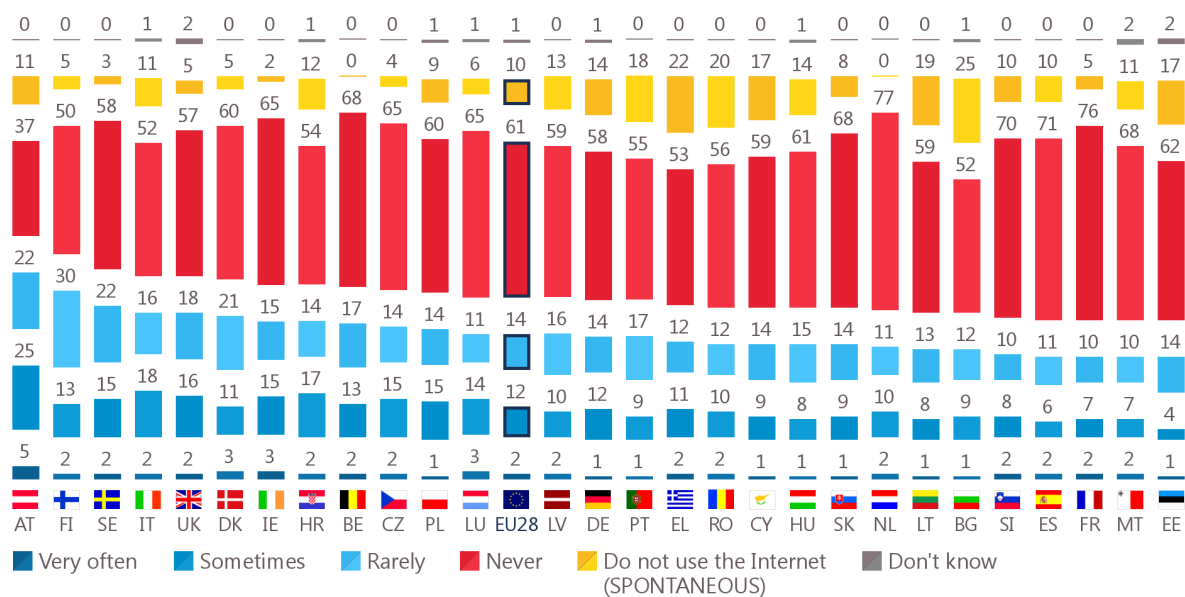
<sup>14</sup> QC8 Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?

Austria is the only Member State where the majority of respondents take part in those debates by posting comments on articles on the Internet, or through online social networks or blogs (52%), followed by 45% in Finland and 39% in Sweden. At the other end of the scale, 19% of respondents in Estonia, Malta, Spain and France take part in such debates.

Only a very small minority of respondents in any Member State say they take part in these debates very often, with those in Austria the most likely to say so (5%).

In all countries except Austria, the majority of respondents say they do not take part in such debates.

**QC8** Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?  
(%)







Total base (N=27,768)

A review of **the socio-demographic analysis** shows:

- Men are more likely than women to take part in those debates (32% vs. 25%).
- The older the respondents, the less likely they are to take part in debates on social media: 44% of the youngest respondents do so, compared to 15% of those aged 55+.
- The longer respondents remained in education, the more likely they are to take part in those debates: 33% of respondents with the highest education levels do so, compared to 14% of those with the lowest levels.
- Students are the most likely to take part in those debates (45% compared with 13% of retired people).

QC8 Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?  
(% - EU)

	Total 'Take part in debates'	Never	Don't know	Do not use the Internet (SPONTANEOUS)
EU28	28	61	1	10
 <b>Gender</b>				
Man	32	60	0	8
Woman	25	63	1	11
 <b>Age</b>				
15-24	44	55	0	1
25-39	39	59	1	1
40-54	30	65	1	4
55 +	15	63	1	21
 <b>Education (End of)</b>				
15-	14	58	1	27
16-19	28	63	1	8
20+	33	64	0	3
Still studying	45	55	0	0
 <b>Socio-professional category</b>				
Self-employed	35	60	1	4
Managers	38	59	1	2
Other white collars	38	61	0	1
Manual workers	30	64	1	5
House persons	22	61	1	16
Unemployed	32	63	0	5
Retired	13	62	1	24
Students	45	55	0	0

Total base (N=27,768)



## 2 Frequency of encounters with hate speech and threats on social media, and how this influences participation

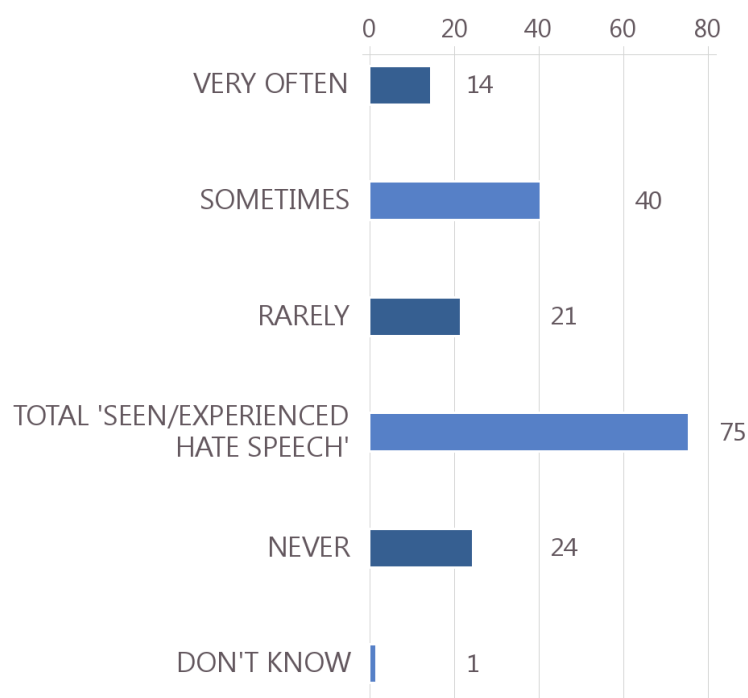
Respondents who follow or participate in debates on social media were asked if they have ever experienced cases where abuse, hate speech or threats were directed at journalists, bloggers, or people active on social media<sup>15</sup>.

### - Three quarters of these respondents have experienced abuse, hate speech or threats directed at journalists, bloggers or people active on social media -

A large majority of those who follow or participate in debates has heard, read, seen or themselves experienced cases where abuse, hate speech or threats are directed at journalists/bloggers/people active on social media (75%). Just over one in ten (14%) say they have experienced this very often, while 40% have experienced it sometimes. Just over one in five (21%) say they have rarely experienced this kind of abuse.

Just under a quarter of this group of respondents say they have never heard, read, seen or experienced this (24%).

**QC9** Have you ever heard, read, seen or yourself experienced cases where abuse, hate speech or threats were directed at journalists/bloggers/people active on social media?  
(% - EU)



Base: respondents who follow or participate in debates (N=14,992)

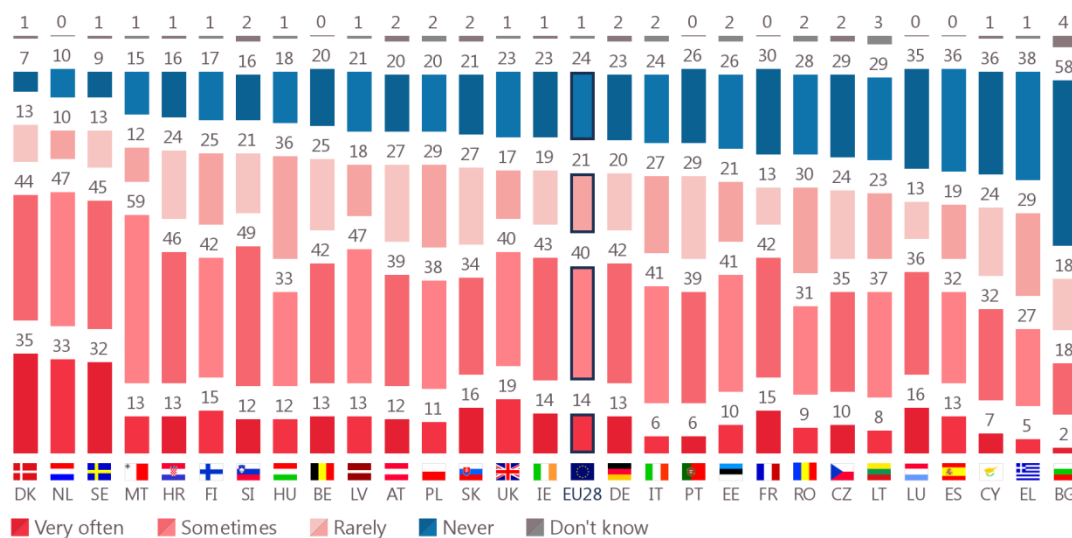
<sup>15</sup> QC9 Have you ever heard, read, seen or yourself experienced cases where abuse, hate speech or threats were directed at journalists/bloggers/people active on social media?

In 27 countries, the majority of respondents have heard, read, seen or themselves experienced cases where abuse, hate speech or threats are directed at journalists, bloggers, or people active on social media. Respondents in Denmark (92%), Sweden and the Netherlands (both 90%) are the most likely to say this. At the opposite end of the scale, respondents in Bulgaria (38%), Greece (61%) and Cyprus (63%) are the least likely to report this experience.

Respondents in Denmark (35%), the Netherlands (33%) and Sweden (32%) are the most likely to say they have very often heard, read, seen or experienced such cases.

In most countries, however, respondents are most likely to say they have sometimes experienced this.

**QC9** Have you ever heard, read, seen or yourself experienced cases where abuse, hate speech or threats were directed at journalists/bloggers/people active on social media? (%)






Base: respondents who follow or participate in debates (N=14,992)

**The socio-demographic analysis** highlights the following:

- Respondents under the age of 25 are more likely than those aged 55 or over to have heard, read, seen or themselves experienced such cases (79% vs. 71%), and particularly to have done so very often (22% vs. 10%).
- Respondents with the highest education levels are the most likely to have heard, read, seen or themselves experienced such cases in total (77% compared with 62% of those who finished their education at or before the age of 15) or to have done so very often (15% vs. 10%).
- Students are the most likely to have experienced such cases on social media (82%), and house persons the least likely to have done so (68%). Students (21%) are also more likely than house persons and retired people (both 11%) to have heard, read, seen or experienced such cases very often.

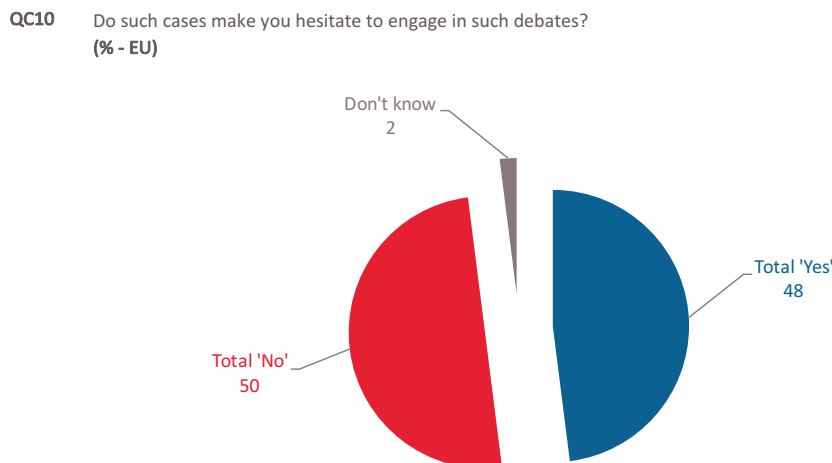
**QC9** Have you ever heard, read, seen or yourself experienced cases where abuse, hate speech or threats were directed at journalists/bloggers/people active on social media?  
(% - EU)

	Very often	Sometimes	Rarely	Total 'Seen/experienced hate speech'	Never	Don't know
EU28	14	40	21	75	24	1
 <b>Age</b>						
15-24	22	39	18	79	19	2
25-39	15	39	21	75	24	1
40-54	11	41	23	75	24	1
55 +	10	39	22	71	28	1
 <b>Education (End of)</b>						
15-	10	30	22	62	37	1
16-19	12	39	22	73	26	1
20+	15	42	20	77	22	1
Still studying	21	42	19	82	17	1
 <b>Socio-professional category</b>						
Self-employed	14	39	20	73	26	1
Managers	15	43	22	80	19	1
Other white collars	13	39	22	74	25	1
Manual workers	12	38	23	73	26	1
House persons	11	37	20	68	30	2
Unemployed	16	37	20	73	25	2
Retired	11	39	20	70	29	1
Students	21	42	19	82	17	1

Base: respondents who follow or participate in debates (N=14,992)

### - Half of respondents say such cases do not make them hesitate to engage in such debates -

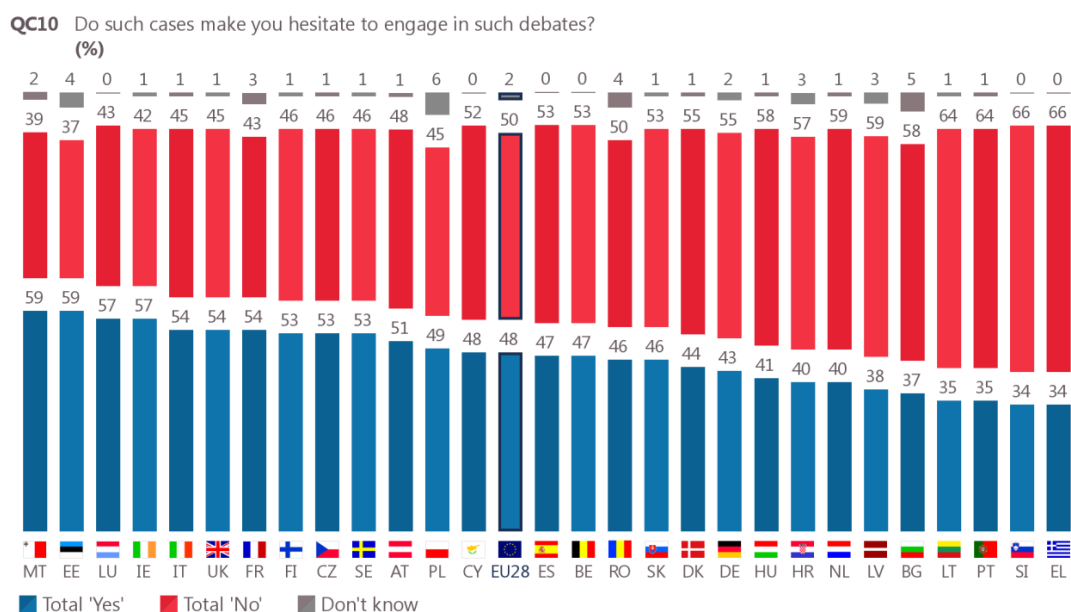
Respondents who have heard, read, seen or experienced cases of hate speech or threats on social media were then asked if such cases make them hesitate to engage in such debates<sup>16</sup>. Half (50%) say they do not, while 48% say that they do.



Base: respondents who have heard, read, seen or experienced cases of hate speech or threats on social media (N=11,176)

In 12 countries, the majority of respondents agree such cases make them hesitate to engage in such debates. Nearly six in ten in Estonia, Malta (both 59%), Ireland and Luxembourg (both 57%) say such cases make them hesitate to engage in such debates. In fact, more than one quarter of respondents in Estonia (30%) and Malta (29%) definitely agree.

At the other end of the scale, respondents in Slovenia, Greece (both 34%), Portugal and Lithuania (both 35%) are the least likely to share this opinion.





Base: respondents who have heard, read, seen or experienced cases of hate speech or threats on social media (N=11,176)

<sup>16</sup> QC10 Do such cases make you hesitate to engage in such debates?

**The socio-demographic analysis** reveals women are more likely to agree such cases make them hesitate to engage in such debates, compared to men (52% vs 46%). In addition, managers (52%) are the most likely to agree that such cases make them hesitate to engage in such debates, particularly compared to house persons (44%).

**QC10** Do such cases make you hesitate to engage in such debates?  
(% - EU)

	Total 'Yes'	Total 'No'
EU28	48	50
 <b>Gender</b>		
Man	46	53
Woman	52	46
 <b>Socio-professional category</b>		
Self-employed	47	50
Managers	52	47
Other white collars	50	49
Manual workers	45	53
House persons	44	55
Unemployed	48	51
Retired	50	47
Students	48	50

*Base: respondents who have heard, read, seen or experienced cases of hate speech or threats on social media (N=11,176)*

## CONCLUSION

The results of this survey paint a mixed picture of media pluralism and freedom across the European Union.

On the positive side, **the majority of respondents think their national media provide a diversity of views and opinions.** Furthermore, the majority in each Member State think this is the case. Most respondents also think the level of diversity is either the same as, or more than the level of five years ago. A small majority agree national media provide trustworthy information.

However, in spite of the diversity of the media, **the majority of respondents say neither their national or their public service media are free and independent.** Furthermore, almost three in ten think their national media are less free and independent than they were five years ago.

Media independence and trust in the information provided by the media often go hand in hand. In many countries, when a high proportion of respondents think their national media are free from political and commercial pressures, there are also high proportions of respondents who think the media provide trustworthy information. For example, this is the case in Finland, Denmark, Sweden and the Netherlands. The reverse is also true. In France, Greece, and Spain, for instance, respondents are much less likely to think their national media are free from political and commercial pressures, and they are much less likely to consider the national media provide trustworthy information.

While all Member States have a body to regulate audiovisual media, **just over one in five know their country's media regulator.** Furthermore, only a minority believe their media regulator is free and independent from political, governmental or commercial pressures.

**Just over half of respondents follow debates on social media by reading articles on the Internet, or through blogs or other social media.** Less than three in ten actively participate in them by posting comments and so on. For those who do participate, it is more likely to be an occasional rather than a regular occurrence.

**Amongst those who at least sometimes follow or participate in such debates, there is widespread experience of hate speech, threats or abuse directed against journalists, bloggers or people active on social media.** Three-quarters say they have ever experienced this kind of behaviour, and more than one in ten say they often experience it. **For almost half, these experiences make them hesitant to engage in online debates.**

These results highlight that, in the eyes of Europeans, there is still considerable work to be done in ensuring the independence of national media – a vital cornerstone of a democratic EU. The widespread experience of hate speech, abuse and threats in online spaces also needs to be addressed to ensure all citizens feel free to safely express themselves in the online sphere.

**TECHNICAL SPECIFICATIONS**

Between the 24<sup>th</sup> of September and the 3<sup>rd</sup> of October 2016, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 86.1 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer" Unit.

The wave 86.1 includes the SPECIAL EUROBAROMETER 452 and covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1.000	24/09/16	03/10/16	8.939.546	2,17%
BG	Bulgaria	TNS BBSS	1.019	24/09/16	03/10/16	6.537.510	1,58%
CZ	Czech Rep.	TNS Aisa	1.028	24/09/16	03/10/16	9.012.443	2,18%
DK	Denmark	TNS Gallup DK	1.008	24/09/16	03/10/16	4.561.264	1,11%
DE	Germany	TNS Infratest	1.537	24/09/16	03/10/16	64.336.389	15,59%
EE	Estonia	TNS Emor	1.005	24/09/16	03/10/16	945.733	0,23%
IE	Ireland	Behaviour & Attitudes	1.012	24/09/16	03/10/16	3.522.000	0,85%
EL	Greece	TNS ICAP	1.003	24/09/16	03/10/16	8.693.566	2,11%
ES	Spain	TNS Spain	1.009	24/09/16	03/10/16	39.127.930	9,48%
FR	France	TNS Sofres	1.027	24/09/16	03/10/16	47.756.439	11,57%
HR	Croatia	HENDAL	1.007	24/09/16	03/10/16	3.749.400	0,91%
IT	Italy	TNS Italia	1.016	24/09/16	03/10/16	51.862.391	12,57%
CY	Rep. Of Cyprus	CYMAR	500	24/09/16	03/10/16	705.360	0,17%
LV	Latvia	TNS Latvia	1.000	24/09/16	03/10/16	1.447.866	0,35%
LT	Lithuania	TNS LT	1.001	24/09/16	03/10/16	2.829.740	0,69%
LU	Luxembourg	TNS ILReS	503	24/09/16	03/10/16	434.878	0,11%
HU	Hungary	TNS Hoffmann	1.029	24/09/16	03/10/16	8.320.614	2,02%
MT	Malta	MISCO	503	24/09/16	03/10/16	335.476	0,08%
NL	Netherlands	TNS NIPO	1.020	24/09/16	03/10/16	13.371.980	3,24%
AT	Austria	ipr Umfrageforschung	1.026	24/09/16	03/10/16	7.009.827	1,70%
PL	Poland	TNS Polska	1.021	24/09/16	03/10/16	32.413.735	7,86%
PT	Portugal	TNS Portugal	1.080	24/09/16	03/10/16	8.080.915	1,96%
RO	Romania	TNS CSOP	1.006	24/09/16	03/10/16	18.246.731	4,42%
SI	Slovenia	Mediana	1.034	24/09/16	03/10/16	1.759.701	0,43%
SK	Slovakia	TNS Slovakia	1.023	24/09/16	03/10/16	4.549.956	1,10%
FI	Finland	TNS Gallup Oy	1.000	24/09/16	03/10/16	4.440.004	1,08%
SE	Sweden	TNS Sifo	1.045	24/09/16	03/10/16	7.791.240	1,89%
UK	United Kingdom	TNS UK	1.306	24/09/16	03/10/16	51.848.010	12,57%
TOTAL EU28			27.768	24/09/16	03/10/16	412.630.644	100%*

\* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II<sup>1</sup> (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas.

In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS opinion & social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed here.

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<sup>1</sup> Figures updated in March 2016



Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process

(at the 95% level of confidence)

*various sample sizes are in rows*

*various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
<b>N=1000</b>	<b>1,4</b>	<b>1,9</b>	<b>2,2</b>	<b>2,5</b>	<b>2,7</b>	<b>2,8</b>	<b>3,0</b>	<b>3,0</b>	<b>3,1</b>	<b>3,1</b>	<b>N=1000</b>
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	



**ASK ALL**

**QC1** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Yes, definitely	Yes, to some extent	No, not really	No, not at all	It depends (SPONTANE OUS)	DK
1	(NATIONALITY) media provide trustworthy information	1	2	3	4	5	6
2	(NATIONALITY) media provide a diversity of views and opinions	1	2	3	4	5	6
3	(NATIONALITY) media provide information free from political or commercial pressure	1	2	3	4	5	6
4	(NATIONALITY) public service media are free from political pressure	1	2	3	4	5	6

NEW

**QC2** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now:

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

More free and independent	1
Equally free and independent	2
Less free and independent	3
It depends (SPONTANEOUS)	4
DK	5

NEW

**QC3** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now providing:

(SHOW SCREEN – DO NOT READ OUT – MAX. 3 ANSWERS)

More diversity of views and opinions	1
The same diversity of views and opinions	2
Less diversity of views and opinions	3
It depends (SPONTANEOUS)	4
DK	5

NEW

**QC4** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Very reliable	Fairly reliable	Not really reliable	Not at all reliable	It depends (SPONTANEOUS)	DK
1	Television	1	2	3	4	5	6
2	Radio	1	2	3	4	5	6
3	Newspapers (printed and online)	1	2	3	4	5	6
4	Social media (online social networks, blogs, video hosting websites, etc.)	1	2	3	4	5	6

NEW

**QC5 Are you aware of the body that oversees audio-visual media in your country?**

(DO NOT SHOW SCREEN – DO NOT READ OUT – ONE ANSWER ONLY – CODE THE ANSWER GIVEN BY THE RESPONDENT – IF THE RESPONDENT ANSWERS "YES," ASK TO NAME THE BODY)

Yes: respondent gives the correct answer [NAME OF AUDIO-VISUAL NATIONAL MEDIA REGULATOR] 1

Yes: respondent gives another answer 2

No 3

DK 4

NEW

**READ OUT: In (OUR COUNTRY), [NAME OF AUDIO-VISUAL NATIONAL MEDIA REGULATOR] is the entity that is in charge of supervising audio-visual media.**

**QC6 Do you think that [NAME OF AUDIO-VISUAL NATIONAL MEDIA REGULATOR] is free and independent from political, governmental or commercial pressures?**

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

Yes, definitely 1

Yes, to some extent 2

No, not really 3

No, not at all 4

DK 5

NEW

**QC7 Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?**

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

Very often 1

Sometimes	2
Rarely	3
Never	4
Not applicable / Do not use the Internet (SPONTANEOUS)	5
DK	6

NEW

**QC8 Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?**

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

Very often	1
Sometimes	2
Rarely	3
Never	4
Not applicable / Do not use the Internet (SPONTANEOUS)	5
DK	6

NEW

**ASK QC9 IF QC7=1,2,3 OR QC8=1,2,3**

**QC9 Have you ever heard, read, seen or yourself experienced cases where abuse, hate speech or threats were directed at journalists/bloggers/people active on social media?**

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

Very often	1
Sometimes	2
Rarely	3
Never	4
DK	5

NEW

**ASK QC10 IF QC9=1,2,3**

**QC10 Do such cases make you hesitate to engage in such debates?**

0

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)






























Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, not at all	4
DK	5

NEW
































**QC1.1** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:

**(NATIONALITY) media provide trustworthy information (%)**

		Yes, definitely	Yes, to some extent	No, not really	No, not at all	It depends (SPONTANEOUS)	Don't know	Total 'Yes'	Total 'No'
EU28		10	43	29	15	1	2	53	44
BE		11	53	27	8	0	1	64	35
BG		12	41	23	15	2	7	53	38
CZ		10	41	34	13	1	1	51	47
DK		19	58	14	7	1	1	77	21
DE		19	53	20	6	1	1	72	26
EE		13	51	24	6	2	4	64	30
IE		12	49	24	12	1	2	61	36
EL		2	24	40	33	1	0	26	73
ES		4	34	31	28	2	1	38	59
FR		4	30	38	25	1	2	34	63
HR		8	39	34	15	1	3	47	49
IT		7	45	34	10	1	3	52	44
CY		6	43	31	17	0	3	49	48
LV		8	39	33	13	1	6	47	46
LT		10	44	33	11	1	1	54	44
LU		15	50	20	7	2	6	65	27
HU		8	36	34	19	1	2	44	53
MT		9	35	39	12	2	3	44	51
NL		15	58	17	7	2	1	73	24
AT		20	52	18	8	1	1	72	26
PL		7	37	33	15	4	4	44	48
PT		10	63	19	5	1	2	73	24
RO		14	44	28	11	1	2	58	39
SI		8	40	32	18	0	2	48	50
SK		10	50	26	13	0	1	60	39
FI		33	55	10	2	0	0	88	12
SE		19	58	15	6	1	1	77	21
UK		6	38	35	16	2	3	44	51

**QC1.2** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:






























**(NATIONALITY) media provide a diversity of views and opinions (%)**

		Yes, definitely	Yes, to some extent	No, not really	No, not at all	It depends (SPONTANEOUS)	Don't know	Total 'Yes'	Total 'No'
EU28		20	46	22	9	1	2	66	31
BE		17	54	22	6	0	1	71	28
BG		19	46	17	10	2	6	65	27
CZ		19	47	26	6	1	1	66	32
DK		32	50	12	4	1	1	82	16
DE		35	44	16	4	0	1	79	20
EE		28	47	16	4	1	4	75	20
IE		20	51	16	9	1	3	71	25
EL		9	39	29	23	0	0	48	52
ES		14	43	23	18	1	1	57	41
FR		16	41	27	14	0	2	57	41
HR		19	49	22	8	0	2	68	30
IT		11	53	25	7	0	4	64	32
CY		14	47	23	13	0	3	61	36
LV		14	52	23	6	0	5	66	29
LT		22	52	17	8	0	1	74	25
LU		18	44	21	7	3	7	62	28
HU		18	43	25	12	0	2	61	37
MT		22	54	17	4	1	2	76	21
NL		41	43	11	4	0	1	84	15
AT		25	51	16	6	1	1	76	22
PL		12	49	20	13	3	3	61	33
PT		17	63	13	2	1	4	80	15
RO		34	37	19	6	1	3	71	25
SI		15	45	24	14	1	1	60	38
SK		18	57	14	10	0	1	75	24
FI		31	54	12	2	0	1	85	14
SE		27	49	17	7	0	0	76	24
UK		14	47	25	9	1	4	61	34
































**QC1.3** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:

**(NATIONALITY) media provide information free from political or commercial pressure (%)**






























		Yes, definitely	Yes, to some extent	No, not really	No, not at all	It depends (SPONTANEOUS)	Don't know	Total 'Yes'	Total 'No'
EU28		8	30	35	22	1	4	38	57
BE		8	39	37	14	1	1	47	51
BG		9	31	27	20	2	11	40	47
CZ		8	30	35	23	1	3	38	58
DK		19	42	23	10	2	4	61	33
DE		12	41	33	11	1	2	53	44
EE		8	39	32	13	2	6	47	45
IE		11	36	28	18	1	6	47	46
EL		2	10	38	49	0	1	12	87
ES		3	21	32	39	2	3	24	71
FR		5	21	39	30	0	5	26	69
HR		8	31	31	26	1	3	39	57
IT		7	30	34	23	1	5	37	57
CY		5	20	32	35	1	7	25	67
LV		6	24	38	21	1	10	30	59
LT		7	32	34	21	1	5	39	55
LU		8	28	37	13	4	10	36	50
HU		6	28	36	27	0	3	34	63
MT		7	21	40	25	2	5	28	65
NL		19	42	24	11	2	2	61	35
AT		14	40	30	13	1	2	54	43
PL		6	24	37	25	3	5	30	62
PT		7	40	31	14	2	6	47	45
RO		13	33	32	16	1	5	46	48
SI		6	24	34	33	1	2	30	67
SK		8	40	30	19	0	3	48	49
FI		23	55	18	3	0	1	78	21
SE		11	39	30	18	1	1	50	48
UK		6	26	42	19	2	5	32	61

**QC1.4** For each of the following statements, please tell me to what extent it corresponds or not to the situation of the (NATIONALITY) media:






























**(NATIONALITY) public service media are free from political pressure (%)**

		Yes, definitely	Yes, to some extent	No, not really	No, not at all	It depends (SPONTANEOUS)	Don't know	Total 'Yes'	Total 'No'
EU28		8	27	36	24	1	4	35	60
BE		9	35	38	16	1	1	44	54
BG		8	27	29	23	1	12	35	52
CZ		12	31	31	22	1	3	43	53
DK		15	39	27	11	2	6	54	38
DE		13	37	34	14	0	2	50	48
EE		10	35	31	17	1	6	45	48
IE		11	33	30	19	2	5	44	49
EL		1	8	38	52	0	1	9	90
ES		2	18	34	41	2	3	20	75
FR		3	13	41	36	1	6	16	77
HR		9	34	28	24	1	4	43	52
IT		6	27	36	24	1	6	33	60
CY		4	17	34	36	1	8	21	70
LV		4	20	38	28	1	9	24	66
LT		8	30	35	22	2	3	38	57
LU		10	23	32	19	5	11	33	51
HU		7	23	36	31	0	3	30	67
MT		7	16	40	30	1	6	23	70
NL		20	35	29	12	1	3	55	41
AT		13	35	31	17	1	3	48	48
PL		5	23	38	26	3	5	28	64
PT		8	39	31	13	2	7	47	44
RO		15	31	30	18	1	5	46	48
SI		12	24	27	34	1	2	36	61
SK		10	40	28	19	0	3	50	47
FI		15	50	27	6	1	1	65	33
SE		20	35	27	15	1	2	55	42
UK		7	27	42	19	1	4	34	61

**QC2** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now:  
(%)






























		More free and independent	Equally free and independent	Less free and independent	It depends (SPONTANEOUS)	Don't know
EU28		18	45	28	3	6
BE		19	49	27	4	1
BG		18	41	23	5	13
CZ		15	52	26	2	5
DK		21	51	20	2	6
DE		9	47	27	9	8
EE		25	42	18	6	9
IE		35	41	16	1	7
EL		12	44	37	4	3
ES		21	49	25	1	4
FR		15	40	38	1	6
HR		17	56	21	2	4
IT		22	40	27	5	6
CY		32	38	20	2	8
LV		25	41	25	2	7
LT		27	45	19	4	5
LU		24	52	14	1	9
HU		12	45	37	2	4
MT		48	30	17	2	3
NL		20	51	28	0	1
AT		14	48	28	7	3
PL		15	39	34	3	9
PT		39	44	6	5	6
RO		27	50	17	1	5
SI		25	39	30	3	3
SK		20	53	19	3	5
FI		22	59	17	0	2
SE		18	51	29	0	2
UK		20	45	27	2	6

**QC3** Do you think that, in general, compared with five years ago, (NATIONALITY) media (printed, audio-visual, online etc.) are now providing:  
(%)

		More diversity of views and opinions	The same diversity of views and opinions	Less diversity of views and opinions	It depends (SPONTANEOUS)	Don't know
EU28		29	44	18	4	5
BE		34	43	20	2	1
BG		31	38	14	5	12
CZ		19	56	18	2	5
DK		32	43	19	1	5
DE		21	46	19	8	6
EE		39	36	10	6	9
IE		42	39	11	1	7
EL		17	48	28	5	2
ES		34	47	13	2	4
FR		29	38	25	1	7
HR		22	56	16	2	4
IT		26	45	17	6	6
CY		47	32	11	4	6
LV		37	41	14	1	7
LT		36	42	12	5	5
LU		31	50	8	2	9
HU		22	48	23	2	5
MT		47	37	9	3	4
NL		44	35	18	1	2
AT		22	46	21	7	4
PL		22	45	22	3	8
PT		42	44	4	4	6
RO		35	50	9	1	5
SI		34	39	21	3	3
SK		25	54	14	3	4
FI		38	43	17	1	1
SE		39	38	20	1	2
UK		33	43	17	2	5






























**QC4.1** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:

**Television (%)**

		Very reliable	Fairly reliable	Not really reliable	Not at all reliable	It depends (SPONTANEOUS)	Don't know	Total 'Reliable'	Total 'Not reliable'
EU28		9	46	30	11	2	2	55	41
BE		9	64	21	5	0	1	73	26
BG		17	50	20	9	2	2	67	29
CZ		12	46	34	7	1	0	58	41
DK		25	64	9	1	1	0	89	10
DE		15	51	26	5	2	1	66	31
EE		10	63	21	3	1	2	73	24
IE		16	55	20	7	1	1	71	27
EL		2	14	45	38	1	0	16	83
ES		1	30	43	22	3	1	31	65
FR		3	38	41	16	0	2	41	57
HR		8	40	36	13	1	2	48	49
IT		8	41	34	14	0	3	49	48
CY		5	43	34	13	1	4	48	47
LV		7	59	21	7	2	4	66	28
LT		8	50	35	5	1	1	58	40
LU		11	51	18	5	6	9	62	23
HU		7	41	37	12	1	2	48	49
MT		7	44	33	7	4	5	51	40
NL		12	67	17	2	2	0	79	19
AT		23	54	16	3	2	2	77	19
PL		5	41	38	11	3	2	46	49
PT		12	66	18	3	1	0	78	21
RO		18	49	21	11	0	1	67	32
SI		9	51	31	7	1	1	60	38
SK		9	55	27	8	0	1	64	35
FI		23	67	8	1	0	1	90	9
SE		20	62	13	3	1	1	82	16
UK		9	52	26	7	3	3	61	33






























**QC4.2** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:

**Radio (%)**

		Very reliable	Fairly reliable	Not really reliable	Not at all reliable	It depends (SPONTANEOUS)	Don't know	Total 'Reliable'	Total 'Not reliable'
EU28		12	54	22	6	2	4	66	28
BE		12	64	19	3	1	1	76	22
BG		10	52	18	7	3	10	62	25
CZ		15	55	24	3	1	2	70	27
DK		34	57	5	0	1	3	91	5
DE		17	55	20	4	2	2	72	24
EE		12	62	18	3	1	4	74	21
IE		20	57	16	4	1	2	77	20
EL		4	36	42	14	2	2	40	56
ES		6	48	27	10	5	4	54	37
FR		7	55	25	7	0	6	62	32
HR		5	43	37	11	1	3	48	48
IT		11	48	26	9	1	5	59	35
CY		6	47	30	7	1	9	53	37
LV		11	59	15	5	2	8	70	20
LT		10	57	23	3	3	4	67	26
LU		14	58	15	3	4	6	72	18
HU		8	43	33	11	1	4	51	44
MT		5	47	28	7	3	10	52	35
NL		17	67	10	1	3	2	84	11
AT		21	58	13	3	2	3	79	16
PL		5	56	27	4	4	4	61	31
PT		14	66	13	2	1	4	80	15
RO		17	47	22	10	2	2	64	32
SI		8	58	24	5	2	3	66	29
SK		12	59	21	6	0	2	71	27
FI		28	65	4	1	1	1	93	5
SE		37	51	8	1	1	2	88	9
UK		13	54	18	5	3	7	67	23






























**QC4.3** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:

**Newspapers (printed and online) (%)**

		Very reliable	Fairly reliable	Not really reliable	Not at all reliable	It depends (SPONTANEOUS)	Don't know	Total 'Reliable'	Total 'Not reliable'
EU28		8	47	29	9	3	4	55	38
BE		8	63	23	4	1	1	71	27
BG		7	41	25	13	4	10	48	38
CZ		10	43	35	7	2	3	53	42
DK		17	68	12	1	1	1	85	13
DE		14	54	23	5	2	2	68	28
EE		7	56	28	4	2	3	63	32
IE		12	48	25	10	2	3	60	35
EL		2	31	41	18	4	4	33	59
ES		4	39	33	14	5	5	43	47
FR		7	51	28	8	1	5	58	36
HR		4	36	41	15	1	3	40	56
IT		6	41	36	12	1	4	47	48
CY		4	35	36	10	1	14	39	46
LV		4	52	24	7	4	9	56	31
LT		7	47	36	4	2	4	54	40
LU		12	59	16	4	4	5	71	20
HU		5	37	40	12	2	4	42	52
MT		6	39	30	6	4	15	45	36
NL		16	67	12	2	3	0	83	14
AT		15	51	23	4	5	2	66	27
PL		6	44	34	4	6	6	50	38
PT		10	60	19	2	2	7	70	21
RO		10	43	28	12	2	5	53	40
SI		6	50	32	7	2	3	56	39
SK		7	50	29	9	1	4	57	38
FI		22	66	10	1	1	0	88	11
SE		12	58	24	4	1	1	70	28
UK		6	40	33	14	3	4	46	47






























**QC4.4** For each of the following (NATIONALITY) media, please tell me if you think it is reliable or not:

**Social media (online social networks, blogs, video hosting websites, etc.) (%)**






























		Very reliable	Fairly reliable	Not really reliable	Not at all reliable	It depends (SPONTANEOUS)	Don't know	Total 'Reliable'	Total 'Not reliable'
EU28		5	27	36	19	3	10	32	55
BE		3	28	47	17	2	3	31	64
BG		11	26	19	10	6	28	37	29
CZ		6	36	33	13	5	7	42	46
DK		2	29	40	18	4	7	31	58
DE		4	20	43	21	3	9	24	64
EE		4	32	41	9	7	7	36	50
IE		10	25	29	23	3	10	35	52
EL		6	32	29	15	5	13	38	44
ES		2	24	33	23	6	12	26	56
FR		2	17	36	30	1	14	19	66
HR		5	25	40	15	4	11	30	55
IT		4	32	36	18	2	8	36	54
CY		6	30	28	11	3	22	36	39
LV		4	35	29	9	5	18	39	38
LT		6	33	32	6	7	16	39	38
LU		7	31	31	12	5	14	38	43
HU		5	32	34	14	4	11	37	48
MT		6	29	29	11	4	21	35	40
NL		1	21	51	22	3	2	22	73
AT		11	31	29	16	4	9	42	45
PL		8	45	25	4	7	11	53	29
PT		5	33	29	12	3	18	38	41
RO		11	35	27	15	3	9	46	42
SI		6	37	29	11	4	13	43	40
SK		5	35	29	18	2	11	40	47
FI		2	20	50	18	6	4	22	68
SE		2	12	44	36	1	5	14	80
UK		6	25	38	18	2	11	31	56



**QC5** Are you aware of the body that oversees audio-visual media in your country?  
(%)






























		Yes, correct answer	Yes, incorrect answer	No	Don't know	Total 'Aware'	Total 'Not aware'
EU28		21	10	65	4	21	79
BE		10	9	80	1	10	90
BG		41	4	47	8	41	59
CZ		29	15	55	1	29	71
DK		17	12	66	5	17	83
DE		12	8	72	8	12	88
EE		7	7	79	7	7	93
IE		27	16	55	2	27	73
EL		41	13	45	1	41	59
ES		2	4	92	2	2	98
FR		31	9	56	4	31	69
HR		14	15	62	9	14	86
IT		15	11	69	5	15	85
CY		28	8	59	5	28	72
LV		16	14	67	3	16	84
LT		12	13	72	3	12	88
LU		6	7	85	2	6	94
HU		12	14	72	2	12	88
MT		40	15	44	1	40	60
NL		11	22	65	2	11	89
AT		13	20	64	3	13	87
PL		45	7	43	5	45	55
PT		19	9	70	2	19	81
RO		36	9	51	4	36	64
SI		8	10	80	2	8	92
SK		20	7	70	3	20	80
FI		15	25	59	1	15	85
SE		5	19	76	0	5	95
UK		28	8	60	4	28	72

**QC6** Do you think that [NAME OF AUDIO-VISUAL NATIONAL MEDIA REGULATOR] is free and independent from political, governmental or commercial pressures?  
(%)






























		Yes, definitely	Yes, to some extent	No, not really	No, not at all	Don't know	Total 'Yes'	Total 'No'
EU28		7	30	30	16	17	37	46
BE		9	39	38	11	3	48	49
BG		7	24	27	15	27	31	42
CZ		7	36	31	19	7	43	50
DK		19	37	26	13	5	56	39
DE		10	32	30	9	19	42	39
EE		9	29	17	8	37	38	25
IE		13	36	29	9	13	49	38
EL		2	17	44	30	7	19	74
ES		1	13	26	35	25	14	61
FR		4	29	33	21	13	33	54
HR		4	34	25	19	18	38	44
IT		4	25	31	16	24	29	47
CY		5	26	28	23	18	31	51
LV		4	20	41	20	15	24	61
LT		7	34	33	14	12	41	47
LU		10	29	24	10	27	39	34
HU		4	25	38	25	8	29	63
MT		10	29	36	19	6	39	55
NL		21	46	20	7	6	67	27
AT		10	41	29	7	13	51	36
PL		3	25	37	21	14	28	58
PT		5	31	29	11	24	36	40
RO		8	34	29	14	15	42	43
SI		9	32	24	22	13	41	46
SK		12	38	25	13	12	50	38
FI		22	54	13	3	8	76	16
SE		16	39	20	9	16	55	29
UK		12	34	23	11	20	46	34

**QC7** Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?

(%)






























		Very often	Sometimes	Rarely	Never	Do not use the Internet (SPONTANEOUS)	Don't know	Total 'Follow debates'
EU28		9	26	18	37	9	1	53
BE		10	32	24	34	0	0	66
BG		3	19	19	32	25	2	41
CZ		7	27	24	38	4	0	58
DK		21	35	21	18	5	0	77
DE		10	24	21	31	13	1	55
EE		11	32	19	20	16	2	62
IE		11	30	13	42	3	1	54
EL		12	26	14	27	21	0	52
ES		7	19	15	49	10	0	41
FR		9	27	12	47	4	1	48
HR		7	30	15	35	11	2	52
IT		5	25	21	38	9	2	51
CY		15	30	10	30	15	0	55
LV		16	35	16	19	13	1	67
LT		11	28	21	21	18	1	60
LU		15	32	15	32	5	1	62
HU		7	19	22	38	13	1	48
MT		11	29	12	36	11	1	52
NL		14	35	20	31	0	0	69
AT		12	36	20	21	11	0	68
PL		5	25	20	40	9	1	50
PT		2	22	17	40	18	1	41
RO		5	18	16	42	18	1	39
SI		10	26	16	38	9	1	52
SK		7	21	20	45	6	1	48
FI		22	31	22	20	5	0	75
SE		23	34	19	21	3	0	76
UK		10	32	16	34	6	2	58

**QC7F** Do you follow debates on social media, for example by reading articles on the Internet or through online social networks or blogs?  
(%)






























		Very often	Sometimes	Rarely	Never	Don't know	Total 'Follow debates'
EU28		9	29	20	41	1	58
BE		10	32	24	34	0	66
BG		4	25	26	43	2	55
CZ		7	28	25	40	0	60
DK		22	37	22	19	0	81
DE		11	28	24	36	1	63
EE		13	38	22	25	2	73
IE		12	30	14	43	1	56
EL		15	33	18	34	0	66
ES		8	21	17	54	0	46
FR		9	28	13	49	1	50
HR		8	34	17	40	1	59
IT		5	28	23	42	2	56
CY		17	36	12	35	0	65
LV		18	41	18	22	1	77
LT		13	34	26	26	1	73
LU		16	34	15	34	1	65
HU		8	22	25	44	1	55
MT		13	33	13	40	1	59
NL		14	35	20	31	0	69
AT		13	40	22	24	1	75
PL		6	27	22	43	2	55
PT		3	27	20	49	1	50
RO		6	22	20	51	1	48
SI		11	28	18	42	1	57
SK		7	23	21	48	1	51
FI		24	32	23	21	0	79
SE		24	34	20	22	0	78
UK		11	34	17	36	2	62

**QC8** Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?

(%)

		Very often	Sometimes	Rarely	Never	Do not use the Internet (SPONTANEOUS)	Don't know	Total 'Take part in debates'
EU28		2	12	14	61	10	1	28
BE		2	13	17	68	0	0	32
BG		1	9	12	52	25	1	22
CZ		2	15	14	65	4	0	31
DK		3	11	21	60	5	0	35
DE		1	12	14	58	14	1	27
EE		1	4	14	62	17	2	19
IE		3	15	15	65	2	0	33
EL		2	11	12	53	22	0	25
ES		2	6	11	71	10	0	19
FR		2	7	10	76	5	0	19
HR		2	17	14	54	12	1	33
IT		2	18	16	52	11	1	36
CY		1	9	14	59	17	0	24
LV		2	10	16	59	13	0	28
LT		1	8	13	59	19	0	22
LU		3	14	11	65	6	1	28
HU		1	8	15	61	14	1	24
MT		2	7	10	68	11	2	19
NL		2	10	11	77	0	0	23
AT		5	25	22	37	11	0	52
PL		1	15	14	60	9	1	30
PT		1	9	17	55	18	0	27
RO		2	10	12	56	20	0	24
SI		2	8	10	70	10	0	20
SK		1	9	14	68	8	0	24
FI		2	13	30	50	5	0	45
SE		2	15	22	58	3	0	39
UK		2	16	18	57	5	2	36






























**QC8F** Do you also take part in those debates, for example by posting comments on articles on the Internet, or through online social networks or blogs?  
(%)

		Very often	Sometimes	Rarely	Never	Don't know	Total 'Take part in debates'
EU28		2	13	16	68	1	31
BE		2	13	17	68	0	32
BG		1	12	16	69	2	29
CZ		2	15	15	68	0	32
DK		3	12	22	63	0	37
DE		1	14	17	67	1	32
EE		1	5	17	75	2	23
IE		3	16	15	66	0	34
EL		3	14	16	67	0	33
ES		2	7	12	79	0	21
FR		2	7	11	80	0	20
HR		2	19	16	62	1	37
IT		3	20	18	58	1	41
CY		1	11	17	71	0	29
LV		2	11	19	68	0	32
LT		1	10	17	72	0	28
LU		3	15	12	69	1	30
HU		2	9	17	71	1	28
MT		2	8	11	77	2	21
NL		1	10	12	77	0	23
AT		6	28	25	41	0	59
PL		2	16	15	66	1	33
PT		1	10	21	67	1	32
RO		2	13	14	70	1	29
SI		2	9	11	78	0	22
SK		1	10	15	74	0	26
FI		2	13	32	53	0	47
SE		2	15	23	60	0	40
UK		2	17	19	60	2	38

**QC9** Have you ever heard, read, seen or yourself experienced cases where abuse, hate speech or threats were directed at journalists/bloggers/people active on social media?






























(%)

(ASK QC9 IF QC7=1,2 OR QC8=1,2)

		Very often	Sometimes	Rarely	Never	Don't know	Total 'Seen/experienced hate speech'
EU28		14	40	21	24	1	75
BE		13	42	25	20	0	80
BG		2	18	18	58	4	38
CZ		10	35	24	29	2	69
DK		35	44	13	7	1	92
DE		13	42	20	23	2	75
EE		10	41	21	26	2	72
IE		14	43	19	23	1	76
EL		5	27	29	38	1	61
ES		13	32	19	36	0	64
FR		15	42	13	30	0	70
HR		13	46	24	16	1	83
IT		6	41	27	24	2	74
CY		7	32	24	36	1	63
LV		13	47	18	21	1	78
LT		8	37	23	29	3	68
LU		16	36	13	35	0	65
HU		12	33	36	18	1	81
MT		13	59	12	15	1	84
NL		33	47	10	10	0	90
AT		12	39	27	20	2	78
PL		11	38	29	20	2	78
PT		6	39	29	26	0	74
RO		9	31	30	28	2	70
SI		12	49	21	16	2	82
SK		16	34	27	21	2	77
FI		15	42	25	17	1	82
SE		32	45	13	9	1	90
UK		19	40	17	23	1	76

**QC10** Do such cases make you hesitate to engage in such debates?  
(%)

(ASK QC10 IF QC9=1,2,3)

		Yes, definitely	Yes, to some extent	No, not really	No, not at all	Don't know	Total 'Yes'	Total 'No'
EU28		16	32	31	19	2	48	50
BE		17	30	35	18	0	47	53
BG		7	30	35	23	5	37	58
CZ		18	35	28	18	1	53	46
DK		23	21	28	27	1	44	55
DE		16	27	32	23	2	43	55
EE		30	29	23	14	4	59	37
IE		23	34	32	10	1	57	42
EL		7	27	30	36	0	34	66
ES		20	27	33	20	0	47	53
FR		25	29	22	21	3	54	43
HR		8	32	37	20	3	40	57
IT		11	43	30	15	1	54	45
CY		22	26	30	22	0	48	52
LV		13	25	36	23	3	38	59
LT		4	31	33	31	1	35	64
LU		23	34	27	16	0	57	43
HU		12	29	37	21	1	41	58
MT		29	30	27	12	2	59	39
NL		17	23	31	28	1	40	59
AT		12	39	33	15	1	51	48
PL		6	43	37	8	6	49	45
PT		5	30	33	31	1	35	64
RO		11	35	38	12	4	46	50
SI		9	25	27	39	0	34	66
SK		12	34	31	22	1	46	53
FI		19	34	28	18	1	53	46
SE		24	29	30	16	1	53	46
UK		19	35	31	14	1	54	45